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Specification for the operation and management of self-storage

自助仓储运营管理规范

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1. Structure and Drafting Rules of Standardization Documents". Drafting. Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents. This document was proposed and is under the jurisdiction of the China General Chamber of Commerce. This document was drafted by: China Warehousing and Distribution Association, Beijing Shanhanian Technology Co., Ltd., Shanghai Hongzhi Intelligent Technology Co., Ltd., and Mi. Koala Storage (Beijing) Warehousing Service Co., Ltd., Zhejiang Lecun IoT Technology Co., Ltd., and Meilifang Space Intelligent Technology (Beijing) Co., Ltd. Company, Guangzhou Baibaocang Storage Service Co., Ltd., Beijing Lazy Warehouse Storage Service Co., Ltd., and Shidoha Enterprise Management Consulting (Shanghai) Co., Ltd. The company, Shenzhen Mini Storage Co., Ltd., Shanghai Yiyun Fangda Storage Service Co., Ltd., Beijing Aicun Storage Service Co., Ltd. Ulcang Space Intelligence (Beijing) Technology Co., Ltd., Shenzhen Jiecun Warehousing Service Co., Ltd., Beijing Xinhaihui Warehousing Co., Ltd., Beijing Wan Qianweidu Network Technology Co., Ltd., Beijing Yanfujie Decoration Engineering Co., Ltd., and Jiangmen Juxin Metal Manufacturing Co., Ltd. The main drafters of this document are. Li Xiaoang, Jian Peixuan, Sun Dongle, Song Andong, Xie Ning, Qin

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1.Scope This document specifies the requirements for self-storage operators, self-storage locations, evaluation and improvement, and describes the verification methods. This document applies to the organization, operation, and management of self-storage facilities.

4.1 Business Management

4.1.1 A business license shall be obtained in accordance with relevant regulations.

4.1.2 Operational management systems and processes adapted to the business should be established, including warehouse opening and closing procedures, storage item management system, and overdue item management system. The document outlines various aspects, including emergency warehouse opening and inspection conditions and procedures, customer feedback mechanisms, information usage and confidentiality systems, and provides value-added services such as deposit and retrieval. In addition, corresponding management systems and procedures should be established.

4.1.3 The self-storage stores should possess legal property ownership certificates and usage permits, with clear ownership rights. Leased operations should have legal and valid permits. A written contract.

4.1.4 It is advisable to establish site selection and renovation standards for self-storage stores.

4.1.5 Self-storage stores located within residential areas should communicate with the site provider before opening. Sites jointly owned by residents should be [not specified in the original text]. Before opening, a public notice should be posted in the community, and the notice period should not be less than 30 days.

4.1.6 Businesses with 24-hour self-storage facilities located in or around residential areas should have nighttime access control systems and prevent [illegal activities]. Measures to prevent nighttime disturbances.

4.1.7 Operating procedures and maintenance plans for important facilities and equipment should be developed and implemented.

4.1.8 An employee training and assessment system should be established, and business and safety training should be organized regularly.

4.1.9 Security insurance should be purchased for the facilities, equipment, stored items, and personnel of self-storage stores.

4.1.10 User information should not be disposed of without permission.

4.2 Information Management

4.2.1 Systems and regulations concerning network and information security, data security, and confidentiality should be established. Network security should ideally meet Level 2 of GB/T 22239-2019. Safety requirements.

4.2.2 It should have an information management system that supports functions such as user management and warehouse management.

4.2.3 After the lease expires, the contract, commitment letter, user information, etc. shall be kept for no less than 3 years, and the video surveillance data shall be kept for no less than 6 months.

4.3 Safety Management

4.3.1 A comprehensive system of safety production responsibility, safety management, fire emergency response plans, and emergency rescue plans for production safety accidents should be established and improved. Emergency plans, counter-terrorism plans, and anti-drug plans are prepared, and regular safety drills are conducted for each plan, with records kept.

4.3.2 The fire safety responsibilities of the operating company, property owner, and property management company should be clearly defined, and the duties of daily patrols and emergency response should be stipulated. Responsibilities should be clearly defined.

4.3.3 A separate safety production management agreement should be signed with the property owner, property management company, and enterprise users, or the respective responsibilities for safety management should be stipulated in the contract. Responsibilities for overall production management.

4.3.4 Safety management personnel should be assigned.

5.1 Site conditions

5.1.1 Sites equipped with fire hydrant systems, automatic fire alarm systems, automatic sprinkler systems, and other fire protection facilities should be given priority.

5.1.2 The ground surface should be flat and preferably have barrier-free access conditions.

5.1.3 It should have independent access passages and independent elevators.

5.1.4 There should be available parking nearby.

5.2 Renovation and Decoration

5.2.1 The fire protection facilities, evacuation facilities and fire fighting and rescue facilities of the main building shall not be damaged or their use shall not be impeded.

5.2.2 Renovation and decoration shall comply with the fire protection code requirements of the building.

5.2.3 The installation of cabinets and partition walls should not obstruct the use of fire-fighting facilities or equipment, and cabinets and partitioned areas should not be enclosed at the top.

5.2.4 Decoration materials should be non-combustible or flame-retardant, cabinets should be made of non-combustible materials, and paints should be made of environmentally friendly and non-toxic materials.

5.2.5 When the cabinet door is opened, it should not obstruct the opening and closing of other cabinet doors or normal passage.

5.2.6 Exit doors should be easily opened from the inside without the need for keys, access control systems, or any other tools, and a sign indicating this should be prominently displayed. Use the prompt icon.

5.2.7 Self-storage stores operating in underground spaces shall comply with the relevant regulations on civil air defense projects and the use of ordinary underground spaces.

5.3 Supporting Equipment

5.3.1 Electrical equipment should be equipped according to the circuit's load-bearing capacity and should not be used beyond its capacity.

5.3.2 Automatic fire alarm and water immersion detection equipment shall be provided.

5.3.3 Appropriate lighting conditions should be provided, and induction switches should be used for control.

5.3.4 Access control and video surveillance systems and equipment should be provided, and the surveillance should cover all public areas within the business scope.

5.3.5 The necessary ventilation equipment and temperature and humidity control equipment should be available.

5.3.6 All operating areas should meet the requirements for mobile phone signal coverage or wireless LAN coverage.

5.4.1 Warehouse entry registration

5.4.1.1 Users should be required to register with their real names; for enterprise users, they should be required to provide a copy of their company qualification certificate, authorization certificate, and the person in charge of handling the matter. Personal identification documents. The validity period of the documents should be verified, and registration information, document images, and emergency contact information should be retained.