

Fork Lift Truck Association

Code of Practice

In order to ensure the highest standards of customer care, the Fork Lift Truck Association has ratified a Code of Practice. Members must therefore achieve and maintain defined standards of safety, efficiency and integrity. Only those companies abiding expressly by the terms of the Code and passing inspection, will be accepted as Members of the Association.

To meet this Code of Practice Members will:

Fork Lift Trucks

Ensure fork lift trucks are delivered in a safe and serviceable condition.

Satisfy themselves that the equipment is suitable for the intended application.

Ensure maintenance of fork lift trucks is only carried out by engineers who have relevant information, instruction and training.

Ensure only suitably trained staff operate fork lift trucks.

Carry out regular servicing as per contract.

Carry out all Health and Safety requirements including Thorough Examination as appropriate.

Hire Contracts

Use a hire contract which has been approved by the Fork Lift Truck Association. (The Association has standard contracts for hire and maintenance that are available for use by Members.)

Accurately represent facts relating to a hire contract.

Ensure that the hire contract embodies all the express terms and conditions of the agreement.

Respect confidential information supplied to them in the course of their business.

Insurance

Have Employers' liability insurance of at least five million pounds.

The Association recommends Public and Product liability insurance of at least five million pounds.

Make available the insurance documentation for inspection.

Integrity

Behave with integrity and encourage such conduct by others in the business of supplying fork lift trucks.

Transact business in such a manner as will reflect credit on the member and their industry.

Strive to improve their own competence.

Exercise care in the day to day conduct of business relationships.

Make available up to date records for inspection by a person authorised by the Fork Lift Truck association.

Deal promptly with all customer queries or complaints.

