

THE FORK LIFT TRUCK ASSOCIATION LIMITED

RULES AND REGULATIONS

PURPOSE

1. The purpose of these rules and regulations is to provide Members and Potential Members of the Fork Lift Truck Association with a clear understanding of the organisation and management of the Association. The expectations and responsibilities placed on Members are also covered.
2. This document supports the Memorandum and Articles of Association of the Fork Lift Truck Association. Should there be any conflict between these Rules and Regulations and the Memorandum and Articles of Association, the Memorandum and Articles take precedence.

TITLE

3. The formal title is the Fork Lift Truck Association Limited. This is abbreviated to 'FLTA'. This abbreviation, which is used throughout the remainder of this document, is the only valid abbreviation. No other should be used.
4. The FLTA is a company limited by guarantee and not having a share capital. Formal registration details are given below.

Registered Number with Companies House 1084279

VAT Registration Number GB 562 1463 55

Registered & Operating Office

Unit 34B Kingfisher Court
Hambridge Road
Newbury
Berkshire
RG14 5SJ

Tel: 01635 277577 Fax: 01635 277579

Email: admin@fork-truck.org.uk Website: www.fork-truck.org.uk

5. A brief history of the Association, which includes previously held titles, is given in Appendix 1.

MEMBERSHIP – GENERAL

6. All types of membership are at a corporate level.
7. Applicants of all types will be required to sign a Code of Practice. The code varies according to the type of member. Details of the Codes of Practice are given in Appendix 2.
8. Each Member Company is required to provide a primary contact. This is the person with whom the Association will communicate on all matters of FLTA business. Where a Member Company has a number of departments, depots or other sub units there is an expectation that the primary contact will pass on such communications as appropriate, to maximise the benefits of their membership.

Data Protection

9. Standard information about companies, such as contact details, dealerships etc are used on the public site within the member finder service. More sensitive information that may be obtained from application forms, assessments, member surveys etc is treated in the strictest confidence. Such data is stored for administrative purposes only. The FLTA has a policy of not releasing such information to third parties. The only exceptions to this policy are as follows.
 - a. Where there is a legal obligation.
 - b. Where there is a public duty.
 - c. Where the Member has given explicit consent.

MEMBERSHIP – VOTING MEMBERS

10. Only Full Members have voting rights. Such Members are given due notice of the Association's Annual General Meeting (AGM) and are encouraged to attend and vote at this meeting.
11. Full Members are placed in a category, depending on the primary function and size of the organisation. These categories are linked to subscription rates and some aspects of administration. Beyond this they have no meaning. All Full Members have equal rights. The Full Member categories are as follows:
 - a. Fork Lift Truck Dealers.
 - b. Manufacturers, Suppliers and Service Providers.

12. The benefits of Full Membership are given in detail in Appendix 3. This also includes a copy of the appropriate application form.

Joining Procedure

13. All Full Member applicants must meet the following basic standards before their application will be considered.

- a. For the dealer category, the firm must employ a minimum of 2 engineers.
- b. The company must have been in business for a minimum of 2 years.
- c. The company must have Employers' liability insurance of at least £5M.
- d. The Association recommends Public and Product liability insurance of at least five million pounds.
- e. Carry out regular servicing and Thorough Examination (in accordance with LOLER L113, 1998) where appropriate as per hire contract.
- f. The Association recommends accreditation to CFTS.

14. These standards are subject to change and will be reviewed periodically at the discretion of the Board.

15. All Full and Associate Members must be approved by the Board. All fork lift truck dealers, which includes traders and maintenance providers, and training companies are formally assessed. All applicants are required to provide referees.

16. Completed application forms are forwarded to the Chief Executive together with the Joining Fee. Once the application has been checked, and eligibility confirmed along with references and a credit check undertaken, the application will be considered at the next available Board Meeting although in some cases papers will be circulated to the Board electronically. Following approval in principle, an assessment visit will be arranged for Full members and a report completed for subsequent consideration.

17. Following the Board Meeting or a decision taken on an electronic basis, the results of the application will be communicated to the applicant. If the result has been positive the appropriate subscription will be requested. Once this has been paid the applicant becomes a Full or Associate Member, is sent the FLTA Joining Pack and their details are added to the website. If the applicant has not been successful the reasons will be stated. Where alternative routes to membership may be appropriate these will be discussed. Full Members will be required to use the logo on company vans and stationery.

MEMBERSHIP – NON-VOTING MEMBERS

18. None of the following types of Member are eligible to vote. They may not use the Association logo. They may not purport, in any way, to be Full Members of the FLTA. Failure to adhere to this will result in membership cancellation. The Association will take legal action against non-compliance.

Provisional Membership

19. The purpose of Provisional Membership is to help those companies not eligible for Full Membership to achieve that goal. A chart in Appendix 3 shows the benefits of such membership. There is no logo available for use as a Provisional Member. Provisional Membership may be applied for in 2 ways.

a. If a company knows that it does not meet all of the criteria for Full Membership, but is working towards it, the company can apply for Provisional Membership. The form to be used is included in Appendix 3. The company will be formally assessed but the report and application will not be forwarded to the Board until any outstanding issues have been resolved.

b. A company that has applied for Full Membership but is deemed by the Board to have not met all the required standards may be offered Provisional Membership. If this is accepted the company will be formally advised of those measures that need to be taken. Once the company declares that those measures have been taken, a further assessment will be arranged and a report provided for the Board at their next meeting.

20. Provisional Membership will normally only be valid for a period of 1 year. This may be extended at the discretion of the Board.

21. Provisional Members will only be eligible for a total of 2 assessment visits – the initial visit following the application and one other. If, following the second assessment visit, the Board does not agree Full Membership the period of Provisional Membership shall cease. The company will not be able to apply again for membership for a period of at least 2 years.

Associate Membership

22. Associate Membership is open to those companies that do not meet the standard requirements described in paragraph 11 above, and are unlikely to do so in the shorter term. There are 2 types of Associate Member.

a. Associate Members that are fork lift truck dealers or maintenance companies and do not meet the standard requirements.

b. Associate Members that are new suppliers or service providers that have not been in business for the required minimum period of 2 years.

23. The benefits of Associate Membership are shown on the chart in Appendix 3, which includes the application forms. There is no logo available for use as an Associate Member.

24. Associate Members are not formally assessed. However, all applications are seen and approved by the Board before they are confirmed.

25. If the company grows so that it would fall within the rules for Full Membership then it will be expected to apply for Full Membership and Associate status will cease. Such Members will be required to pay a top up Joining Fee and if they are a dealer, maintenance or training company they will be formally assessed.

Safe User Group

26. The Safe User Group provides a means by which the users of fork lift trucks can benefit from membership of the FLTA. This level of membership may also be suitable for some smaller training companies. The benefits of membership are shown on the chart in Appendix 3, which includes a copy of the application form. Members of the Safe User Group may use the Safe User Group logo, but are not entitled to use the Association logo.

27. There is no assessment for membership of the Safe User Group. Applications are vetted by the Chief Executive but are not subject to Board approval.

MEMBERSHIP CERTIFICATES

28. Full Members and members of the Safe User Group are provided with certificates. These are valid for one calendar year, but are not issued until the subscription for that year has been paid.

29. Associate Members are also provided with a certificate. The certificate makes it clear that they are Associates, and indicates the code they have signed up to. The certificate does not include the Association logo.

BOARD AND COMMITTEES

30. There is not a specific number of Directors, more generally known as Board Members. As a guide there should be no more than 15 and no fewer than 6 Board Members, but this may be varied by a general meeting. A minimum of 7 directors are required for a quorum.

31. The Board will elect a Chairman and from time to time a Vice Chairman. The Chairman has general responsibility for the management of the Association, which is delegated to the Chief Executive on a day to day basis. These offices are normally held for a period of two years, with changes executed at an Annual General Meeting (AGM). It is customary for the Chairman to assume the position of President. This is largely a representative post and this also changes every two years. The executive will propose a succession plan to the Board for approval.

32. Some important functions are carried out by standing committees. These committees report to the Board as appropriate. The make-up of these committees is indicated below, but additional Board Members may be co-opted as required. In

addition, member representatives who are not Board Members may be invited to join a committee. The Association Public Relations (PR) representative is also a member of some committees. The standing committees are detailed below and will be listed on the website.

- a. Strategy Committee. Chairman, President, Vice-Chairman, PR representative and Chief Executive. The committee usually meets once a year and is chaired by the Chairman of the FLTA.
- b. Budget Committee. Chairman, President, Vice-Chairman and Chief Executive. The committee usually meets 4 times a year and is chaired by the Chairman of the FLTA. The Budget Committee will also be responsible for the remuneration of the Executive.
- c. Technical Committee. A minimum of 3 Members and the Chief Executive. The committee usually meets at least twice a year. The chair is agreed by the Board.
- d. Awards Nominations Committee. As for the Technical Committee, plus President & Chairman. Additional representatives are usually co-opted. The committee meets once a year and is chaired by the Chairman of the Technical Committee and quality Committee.
- e. Quality Committee. Two Directors, the Chief Executive, a Dealer Member principal and the Quality manager. The Committee will recommend frequency of visits, actions to be taken on non-compliance and recommendations for improvement along with time scales.

33. Other committees are established from time to time to meet the needs of specific activities. Terms of Reference are agreed by the Board at the time such committees are formed.

CODES OF PRACTICE

34. Full and Provisional Members sign the rules to say that they will comply with the Association's Code of Practice. Associate Members agree to a modified Code of Practice. Safe User Group Members sign a statement as part of their application process. Copies of the codes and other details are at Appendix 2.

FINANCE

Subscriptions.

35. All Members are required to pay an annual subscription. The subscription runs from

01 January to 31 December. Membership rates are agreed by the Board and any changes to the rates are declared at the AGM prior to the year in which the changes take place.

36. When a new Member joins the Association they are invoiced for a full year's subscription. In the following year they will be invoiced the balance required to carry their subscription through to the end of that year. Thereafter they pay subscriptions in line with all other members.

Activity.

37. In addition to membership subscriptions, income is generated through the sale of goods, the provision of courses and the organisation of events. Funds are used to cover the cost of these activities, the general cost of running the Association and the provision of Member Benefits.

38. An annual budget is produced by the Chief Executive. The budget covers routine income and expenditure and the anticipated finance for projects and special events. The budget is discussed, adjusted and agreed by the Budget Committee and subsequently brought to the Board for information at their next meeting.

Accounts and Audit.

39. Detailed accounts are maintained by the Chief Executive in accordance with the rules of Companies House and the Board of the Association. Management Accounts are produced monthly and are provided for Board Members at each Board Meeting.

40. The Association cheque book is held by the Chief Executive. There are usually 4 approved signatories – Chief Executive, President, Chairman and Vice-Chairman. Two signatures are required on every cheque. In practical terms the Chief Executive will sign each cheque, having authorised the invoice, and will obtain a second signature from the Vice-Chairman. The checking of the validity and accuracy of any payments that are to be made by the Association is the ultimate responsibility of the Chief Executive Officer (CEO). The CEO will exercise due diligence with respect to the management of any payment due, and set up such payment on the online banking system for authorisation by the Chairman or Vice-Chairman. The CEO remains fully accountable at all times for the validity and accuracy of these payments made by the Association. Payment summaries will be sent to the chairman to keep an overview of invoice payments.

41. A firm of accountants is retained by the Association to advise on company law and accounting matters, and to independently examine the annual accounts. The retention of the selected firm is agreed at each AGM.

42. Auditors will be appointed to carry out the annual independent examination in accordance with current practice in UK.

43. Stock is checked on a regular basis as part of routine stock control. A member of the examination team may attend. The year-end stock check is to verify the procedures used.

QUALITY AUDIT SECTION

44. Quality audits are a mandatory requirement for all dealer members. Each member will be contacted by the FLTA Quality Manager and will be provided with an audit date. Failure to respond to an audit request will be deemed as an audit refusal and will be dealt with in accordance with the audit refusal process. The member has the option to defer an audit by up to 3 months from the original date that has been provided by the Quality Manager. Once this 3 month deferral date has expired, the member will be issued with another date with no option of a further deferral. The outright refusal of an audit will be deemed as a breach of the FLTA agreement and the suspension of membership services and benefits will be initiated until a date has been agreed for the audit to be completed. If after 3 months the audit date has not been agreed and or the refusal from the member still applies then the member will be removed from the Fork Lift Truck Association and all benefits and services will cease.

45. The audit will be carried out with the strictest of confidence. Any best practice procedures that are acknowledged by the Quality Manager will only be shared with the FLTA members on the agreement of the audited member. A confidentiality agreement can be signed prior to any audits at the request of the dealer member.

46. A pre-visit audit questionnaire will be sent to the member for completion within 30 days of issue.

47. On completion of the onsite audit, the Quality Manager will discuss with the member any nonconformities that have been noted. These are categorised as: observations, minor non-conformities (recommendations for improvement) and major non-conformities. A time period for the remedy of these nonconformities will be mutually agreed between the member and the Quality Manager. The member has the option to request an extension to the agreed remedy time period; requests will be reviewed by the Quality Committee. If after the agreed remedy date or extended date, there remain un-actioned nonconformities, this will be deemed as a breach of the FLTA agreement and the suspension of membership services and benefits will be initiated until a date has been agreed for correction of the outstanding nonconformities. If nonconformities remain after the final remedy time period, then the member will be removed from the Fork Lift Truck Association and all benefits and services will cease.

48. The member has the right to appeal any nonconformities noted; this must be received in writing within 10 days of the date that the nonconformities were formally advised to the member via the FLTA Audit Report.

49. Once compliance has been achieved, the member will receive compliance certification with a lifespan of 5 years. The audit process will resume at the end of the compliance period.

Appeals and complaints Information

Last Reviewed: September 2017

50. Should you feel that the findings of the Audit were inappropriate and you wish to challenge these findings, or you are dissatisfied with the conduct of the Quality Manager or his professionalism, you have the right of Complaint or Appeal. If you disagree with the findings of the audit in the first instance, you should make an informal appeal to the Quality Manager, and question the findings at the Closing Meeting, who may consider your comments justified and make an adjustment to the findings. Should you not receive satisfaction from the Quality Manager and wish to lodge a formal Appeal, the following procedure should be followed. Alternatively, should you wish to make a Complaint about the conduct of the Quality Manager, then you should contact the Chief Executive directly.

Appeal

- An Appeal must be made in writing within 10 days of receiving the FLTA Audit Report and addressed to the Chief Executive.
- An initial review and investigation shall be carried out by the Chief Executive, who will contact you to discuss the Appeal lodged. Should the Chief Executive agree that you have been unfairly treated, they will overturn the findings of the Audit and advise in writing. If the Chief Executive feels that the Appeal is unjustified, the appeal will be forwarded to the Quality Committee for review. Should the Quality Committee consider you have been unfairly treated, they will overturn the findings of the Audit. However, should the Quality Committee concur with the Chief Executive, the Appeal will be passed to the FLTA board of directors, where the same procedure will apply. You will be advised in writing that the Appeal is to go forward to the board of directors.
- You will then be advised in writing of the results of the deliberations of the board.

Complaint

51. Unlike Appeals, there are no time limitations for making a complaint. However, should there be a considerable time lapse between the perceived transgression and the Complaint being submitted, it will make impartial investigation more difficult. Complaints will be reviewed and investigated by the Quality Committee. It will be responsible for dealing with the Complaint and coming to a conclusion, which will be provided to you in writing. Should you be dissatisfied with the response then you may contact the Chief Executive.

52. Regardless of the conclusions, all Complaints received, are forwarded to the FLTA board of directors for information.

ATTENDANCE AT MEETINGS

AGM

53. An AGM is held each year in accordance with current rules. All Full Members are encouraged to attend and vote. Routine business will include selected officers' reports, the election and re-election of Board Members, the Association accounts, and the appointment of auditors.

54. It is usual to invite one or more guest speakers to present on topical subjects once the formal business of the AGM is complete. The meeting is therefore open to all Full and Provisional Members. Usually more than one representative will be able to attend from Full Member Companies.

55. Only Full Members are eligible to vote. Where more than one representative of a Full Member attends a meeting, only one of them will be eligible to vote. This must be the named representative, unless prior arrangements have been made.

56. Where a charge is made for attendance at the AGM, Board Members will not be required to pay that charge. However, they will be required to pay for any other members of their company who attend.

Regional Meetings

57. Other meetings are held from time to time. All Full Members will normally be invited to attend and may be invited to bring a guest. Unless advised to the contrary guests may be from companies outside of the Association. Provisional Members will be eligible to send a representative, but not any guests. Members will be expected to attend the AGM or a Regional meeting.

Visits

58. Visits to places of interest are arranged from time to time. Such visits are usually only open to Full Members. Normally only one representative per company is able to attend, and places are accepted on a "first come first served" basis.

59. Where a charge is made for attendance, Board Members will not be required to pay that charge.

EVENTS

60. A variety of events are organised each year. Details are published on the website and in "Uplift", the Association newsletter. These events are normally open to the public as well as members, but with a significant price difference. Methods of booking will vary from event to event.

61. Board Members are usually required to pay to attend such events, unless they are playing an official role. (For example the Chairman does not pay to attend the Safety Conference if he is opening the conference.)

Awards

62. The Fork Lift Truck Association Awards for Excellence is an annual event. The event has its own set of regulations governing the nomination and voting process. These are given in Appendix 6. Details of the event are published on the website, in Uplift and in the magazine published by the selected media partner.

63. Board Members not involved with the on stage presentations are required to purchase their own tickets and make their own accommodation requirements. The President, Chairman and Vice Chairman, together with members of the secretariat, are provided with tickets and accommodation for themselves and their partners.

DISCIPLINE

64. Disciplinary matters in the context of this section will usually only apply to Full Members. Where other members fail to meet the standards expected their membership will not be renewed. Such a decision will be taken by the Chief Executive, having consulted with the Chairman and/or President. The company concerned will not usually have recourse to the Board of the Association. Should the matter involve outstanding money, the Chief Executive will take all reasonable measures to recover that money. Should the matter involve anything that has brought, or may bring, the Association into disrepute, the matter will be brought to the Board for their consideration.

65. With regard to Full Members, in the event of a matter being reported that may lead to disciplinary action, the Chairman will appoint a sub-committee of at least 2 Board Members to investigate that matter. One of those appointed will be nominated to act as Chairman. The Chief Executive will act as Secretary for the committee. (The sub-committee will not normally be appointed where the nature of the matter is straightforward indebtedness to the Association.)

66. The committee will investigate the matter in whatever manner the Committee Chairman sees fit. The committee may determine that the Member should be suspended, pending the outcome of the investigation. On conclusion of the investigation a report will be written. The report will include recommendations. This report will be considered by the full Board at their next meeting. The Board will decide what action to take and the Chief Executive will communicate the decision to the Member involved.

67. Items that may lead to disciplinary action may include the following. This list is not exhaustive.

Late payment of subscriptions.

68. Subscriptions are invoiced to all members, in all categories, on the anniversary of joining. The Association's standard terms provide 30 days for payment. Payment is expected within this period. The Association will move to a direct debit payment method for membership subscriptions.

69. Where an invoice for the annual subscription has not been paid by the end of Notice, the defaulter will be denied access to the Members' Area of the website. In addition all entries in the "Find a Member" section of the website will be hidden from view. This situation will remain in force until the subscription has been paid.

Failure to comply with the Code of Practice

70. The Code of Practice for Full Members is explained in Appendix 2. It is a key document and all Members will have agreed to abide by the Code when they joined the Association and signed the rules. The Code is available to view on the public area of the website. The Code is effectively a public commitment to good practice and honourable trading.

71. Any formal complaint received, regardless of the source, will be investigated initially by the Chief Executive. If he considers that there is a case to be answered he will request that the matter is investigated formally by the Discipline Committee.

72. Where two or more formal complaints are received within a 12 month period, against the same Member Company, the Chief Executive will bring this to the attention of the Board and the matter will be investigated further by the Discipline Committee.

73. A formal complaint is a complaint made in writing by a named individual, anonymous complaints will not be pursued.

Bringing the Association into Disrepute

74. Should other matters arise, whether formally or otherwise, where a Member may be considered to have brought, or be bringing, the Association into disrepute, the Chief Executive will bring this matter to the attention of the Board. The matter will be investigated further by the Discipline Committee. The Primary Authority Partnership with West Berkshire may be utilised.

Safeguarding Association Intellectual Property

75. The Association will produce publications and other documents from time to time that are only made available to Members and are not available for sale to the public. Such documents may be distributed as hard copy and/or be available to view or download from the website. Similarly the Association may produce software items in the form of programmes, spreadsheets etc, that are only intended for use by Members. Such items will be marked "For Use by Members Only", or similar words. Use of the logo by those not permitted will be referred to Trading Standards.

76. Where a Member knowingly allows such publications, documents, software or other matter to be made available to a third party, outside of the Association, by whatever means; then that Member has failed to safeguard the intellectual property rights of the Association. Any evidence of such failure will be passed to the Board and may be investigated further by the Discipline Committee.

Safeguarding Association Confidentiality

77. Certain documents, such as the Minutes of Meetings and Security Alerts (other than those that pertain to stolen trucks), are considered confidential. They are marked as such. Where a Member knowingly allows such documents to be made available to a third party, outside of the Association, by whatever means; then that Member has failed to safeguard the confidentiality of the Association. Any evidence of such failure will be passed to the Board and may be investigated further by the Discipline Committee.

Penalties

78. Penalties may include suspension, for up to a period of 6 months or the termination of membership. In addition, where money is owed to the Association, formal action will be taken to ensure its full recovery.

79. If membership is terminated, the company concerned will not be able to apply to rejoin the Association for a period of at least 3 years. The full formal application and assessment process will need to be completed.

Appeals

80. Where a Member believes that a penalty is inappropriate and they have not been treated fairly they will have a right to appeal to the Board. Any such appeal must be made in writing. It should be addressed to the Chairman and forwarded to the Chief Executive for action. The appeal must be received within 14 days of the date that the penalty was formally advised to the Member. The submission must clearly state why the Member feels that the penalty is inappropriate.

81. If the Board considers that the appeal has no substance this will be communicated to the Member and no further action will be taken.

82. If the Board considers that the appeal may be justified the Member will be invited to make a verbal submission at the next Board Meeting. Board Members will be able to ask questions if they think it appropriate. The decision of the Board will be communicated to the Member within 7 days of the Board Meeting. This decision will be final.

TERMINATION OF MEMBERSHIP

83. Once membership has been terminated, for whatever reason, member benefits are suspended. The company will be removed from the database that supports the website and will be taken off any mailing lists. The company loses the right to display the Association logo. They must remove the logo from their website immediately; and from letterheads and any other documentation where it is displayed at the earliest opportunity, and within 6 months at the latest.

84. If a Member has elected to terminate their membership, and wishes to re-apply, they

may. If the application is made within 12 months from the date that the membership had been terminated then the member may rejoin by paying the appropriate subscription for the current year. If the application is made after the 12 month anniversary then the company will be treated as a new applicant. A joining fee will be required, an assessment will be made if appropriate, and the Board will decide whether or not the application is agreed.

OFFICE AND SECRETARIAT

85. The Board will appoint a full time Chief Executive to act as Company Secretary and to direct, manage and control the routine work of the Association. The Chief Executive will report to the Chairman and, as appropriate, to the Board. The job description for the Chief Executive is at Appendix 5.

86. The Association will employ an Office Administrator to manage the day to day administration. The job description for the Office Administrator is at Appendix 8. Other staff may be employed, as required, and as allowed for within the budget.

87. The Association may employ a Quality Manager charged with the continuous audit of dealer members to ensure adherence to the Code of Practice.

APPENDICES

Appendix 1: History of the Fork Lift Truck Association.

Appendix 2: Codes of Practice.

Appendix 3: Quality Policy

Appendix 4: Member Benefits and Application Forms.

Appendix 5: Logos

Appendix 6: Job Description - Chief Executive

Appendix 7: Job Description - Office Administrator

**Appendix 1 to
Fork Lift Truck Association Rules and Regulations**

HISTORY OF THE FORK LIFT TRUCK ASSOCIATION

1. Representatives of a few fork lift truck hire companies met at Earls Court in October 1972. The meeting was called by Henley Forklift Trucks and Lancer Boss, with the principal aim of producing a Hire Contract that was approved by the Office of Fair Trading. However, an additional outcome was the formation of a new Trade Association. The agreed purpose of this new Association for the fork lift truck industry was to promote hire and to help protect the interests of consumers.

2. The main milestones of the Association are as follows.

- a. 1972 - **Fork Truck Hire Association** formed. (First President Steve Harris.)
- b. 1981 - First Members' Handbook.
- c. 1991 - Code of Practice introduced.
- d. 1993 - Training courses established. Good Hire Guide produced.
- e. 1995 - First Annual Awards for Excellence
- f. 1996 - Name changed to **Fork Truck Association** to include non-hire categories.
- g. 2001 - Name changed to **Fork Lift Truck Association**.
- h. 2001 - Provisional Membership category added.
- i. 2001 - Safe User Group formed.
- j. 2002 - Associate Membership category added for smaller companies.
- k. 2003 - First National Fork Lift Truck Safety Conference.
- l. 2003 - Consolidated Fork Truck Services (CFTS) formed between BITA & FLTA.
- m. 2008 - National Fork Lift Truck Safety Week introduced.
- n. 2012- Office moved to Newbury, Berkshire
- o. 2015- Launch of "Safetember" - Safety Month

**Appendix 2 to
Fork Lift Truck Association Regulations**

CODES OF PRACTICE

1. The purpose of a Code of Practice is to provide guidance on the minimum standards expected of a Member of the Association. The main Code of Practice, written for use by Full Members, is provided as a certificate. It is designed to complement the Membership Certificate, and to be displayed alongside it. The Code should provide confidence to potential customers and members of the public and it is available to be read on the Association website.

2. Provisional Members will agree to the same Code of Practice at the time that they apply for membership. Associate Members agree to a modified version of the Code. Safe User Group Members agree a simple statement. Details of the Codes are given on the following pages.

Full & Provisional Members' Code of Practice

3. 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:

a. Fork Trucks

- i. Ensure trucks are delivered in a safe and serviceable condition.
- ii. Satisfy themselves that the equipment is suitable for the intended application.
- iii. Ensure maintenance of fork lift trucks is only carried out by engineers who have relevant information, instruction and training.
- iv. Ensure only suitably trained staff operate fork lift trucks.
- v. Carry out regular servicing as per contract.
- vi. Carry out all Health and Safety requirements including Thorough Examination as appropriate.

b. Hire Contracts

- i. Use a 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.)

- ii. Accurately represent facts relating to a contract.
 - iii. Ensure that the contract embodies all the express terms and conditions of the agreement.
 - iv. Respect confidential information supplied to them in the course of their business.
- c. Insurance
- i. Have employees' liability insurance of at least five million pounds.
 - ii. The Association recommends Public and Product liability insurance of at least five million pounds.
 - iii. Make available the insurance documentation for inspection
- d. Integrity
- i. Behave with integrity and encourage such conduct by others in the business of hiring and maintaining lift trucks.
 - ii. Transact business in such a manner as will reflect credit on the member and our industry.
 - iii. Strive to improve their own competence and that of others in the industry.
 - iv. Exercise care in the day to day conduct of business relationships.
 - v. Make available up to date records for inspection by a person authorised by the Fork Lift Truck association.
 - vi. Deal promptly with all queries or complaints from a customer.

Associate Members' Code of Practice

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

To meet this Code of Practice Associate Members will:

- a. Fork Trucks
 - i. Ensure trucks are delivered in a safe and serviceable condition.
 - ii. Satisfy themselves that the equipment is suitable for the intended application.
 - iii. Ensure only competent engineers service and repair trucks.
 - iv. Carry out regular servicing as per contract.
 - v. Carry out all Health and Safety requirements including Thorough Examination as appropriate.
 - vi. Accurately represent facts relating to a contract.

- vii. Ensure that the contract embodies all the express terms and Conditions of the agreement.
- viii. Respect confidential information supplied to them in the course of their business.

b. Insurance

- i. Have public liability insurance of at least two million pounds.

c. Integrity

- i. Behave with integrity and encourage such conduct by others in the business of hiring and maintaining fork lift trucks.
- ii. Transact business in such a manner as will reflect credit on the Associate Member and our industry.
- iii. Strive to improve their own competence.
- iv. Exercise care in the day to day conduct of business relationships.
- v. Deal promptly with all customer queries or complaints.

Safe User Group Members' Code of Practice

5. For many years the Fork Lift Truck Association has represented the interests of fork truck dealerships, hiring and service companies, truck manufacturers, associated component suppliers and others who support the fork truck industry. During that period, the Association has accumulated an enormous wealth of experience, helping those who operate on factory and warehouse floors, in yards, docks and transfer points across the country. In recent years the Association has played an increasingly prominent role in the promotion of safe working practices and has worked hard to ensure that new legislation and guidance is both practical and achievable.

At the same time, we are conscious that, as lifting equipment becomes ever more complex, so too do the regulations associated with it. Moreover, as a result of detailed discussions with many fork truck users we are well aware that although operating safety is always a high priority, it is just one of many management issues. What is clearly required is current information, presented in a clear and concise way, by experts who have interpreted what is relevant and essential to those responsible for fork lift trucks.

No organisation within the materials handling industry is better placed to deliver this than the Fork Lift Truck Association. That is why we have established the Fork Lift Truck Association Safe User Group. Developed with the interests of fork truck users in mind, it provides privileged access to important information, documentation and advice, without the need for full membership of the Association. Using some of our existing services as a basis, we have built on these to provide a service dedicated to helping improve efficiency and safety across all aspects of fork truck operations. The main benefits of membership are outlined below.

To meet this Code of Practice Members will:

a. Planning

- i. All lifting operations will be planned in advance by LOLER 98.
- ii. Risk assessments will be carried out implemented and modified as required.

b. Operations

- i. Appropriate equipment will be provided for each task.
- ii. Sites will be configured with due regard to truck and pedestrian separation, visibility, traffic circuits, speed, signage etc. to minimise potential hazards.
- iii. Sites will be kept uncluttered, clean and clear of debris.

c. Training

- i. All operators will be properly trained for all equipment they may be requires to use.
- ii. All operators will be regularly monitored and assessed and be given additional training as required.
- iii. All company staff will be briefed on the hazards associated with fork lift truck operations.

d. Maintenance of Fork Lift Trucks

- i. Daily or pre-shift checks will be carried out, documented and acted upon as necessary.
- ii. Routine service and maintenance will be carried out in accordance with the manufacturers' recommendations and as appropriate for use.
- iii. Properly trained service engineers will carry out all service, maintenance and repairs.
- iv. All trucks will have a Report of Thorough Examination as required by LOLER 98, which will be renewed at intervals appropriate to the intensity and frequency of use.

e. Supervision

- i. Managers and supervisors will, as a minimum, have adequate familiarisation training so that they can identify bad practice.
- ii. Bad practice will not be tolerated and remedial action will be taken as required.
- iii. Supervision will include ensuring that the requirements for training and maintenance are met.

Appendix 3 to

Fork Lift Truck Association Regulations

QUALITY POLICY

The Fork Lift Truck Association, is committed to the pursuit of excellence - in the quality of services and products offered to its Members.

It is therefore, the absolute policy of the Association to produce and provide products, together with a level of service which continuously meets, in full, the requirements of the product specification or service expectation and needs of the Member.

It is also our policy to ensure that on every occasion, all products and services offered, conform to characteristics and standards that allow total fitness for purpose.

In implementing this policy, the Board and Chief Executive of the Association require a commitment to quality from all employees in order to fully meet the requirements of the Association.

The Board and Chief Executive of the Association are further committed to ensure that all employees are suitably and effectively trained in order to maintain the required standards.

Customer satisfaction is paramount, therefore organisational practice and the products and services offered by the association are subject to review and continual improvement.

The Association's quality objectives include:

- Promotion and protection of Members' interests and improvement of the regulatory and business environment for the fork lift truck sector.
- Provision of a focal point for Members' views to inform policy and offer an authoritative, coordinated and collective voice for the sector.
- Encourage the development and implementation of safe and efficient best practice and the adoption of such practice as standard throughout the sector.
- Enhance Member benefits and provide a range of products and services to assist Members in running their businesses more effectively and safer.
- Collaboration with a greater number of partners. Exploring common goals, forging alliances and conducting joint ventures with the HSE, other trade associations, professional bodies and environmental or consumer groups.
- Advancement of educational material and the development of staff training, including engineers, managers and apprentices.

Appendix 4 to Fork Lift Truck Association Regulations

MEMBER BENEFITS AND APPLICATION FORMS

1. The benefits of membership vary depending on the level of membership.
2. A comprehensive list of those benefits that apply to a Full Member is provided below.
3. Full Members and Safe User Group Members are encouraged to use their respective logos which are shown in Appendix 5.

General

4. As a member of the Fork Lift Truck Association, you will be recognised as part of an organisation which insists on the highest standards of service, safety and conduct.

Summary of Member Benefits

5. A summary of Member Benefits is given on page 27. The chart indicates how these benefits apply to other levels of membership.

Website

6. This website is a key benefit for all members. The listings under the “**Find a member or service**” section provide the following.

- **Links to help potential customers find you**

Potential customers can search to find FLTA members within set distances from a given postcode. The potential customer can search for:

- Any FLTA member
- Members within a set area or radius, sorted by distance
- Members by manufacturer, or all dealerships nationwide
- Members by service type, according to the service they provide, e.g. attachments, batteries, finance, tyres, training, etc. sorted by distance
- Members accredited to CFTS for Thorough Examination
- Members accredited to CFTS by manufacturer, service type or distance

- **Directory**

Separate sections make it possible to look up key details for all different types of member. This includes a hyperlink to the member’s own website and a detailed listing of the depots managed by that member.

- **Members’ Area**

The Members’ Area, accessible only to Full Members of the Association, is the fastest growing part of the website and the way forward for delivering a wide

range of existing and new member benefits. Operating within this exclusive area gives members access to:

- Free downloadable Risk Assessment software and other items.
- Special editing tools to keep their company data fully up to date.
- Catalogue purchases and course bookings at member prices.
- A wealth of library material.

7. Publications

The following essential manuals are issued free to members and are updated free of charge. Additional copies are available at discount prices.

- **Health and Safety Manual**

A definitive guide to Health and Safety issues covering all aspects of workplace safety.

- **Risk Assessment Manual**

The Risk Assessment Manual provides detailed information on the conduct and writing of Risk Assessments. The Association also provides members with more than 60 example risk assessment forms, each designed for specific fork lift related work, e.g. changing FLT masts, refitting batteries, storage of LPG, etc. These forms can be tailored by the member to fit their practices and sites accordingly with minimum effort or fuss. The "Risk Assessment Manual", part of the Health and Safety Manuals given to Members, is provided as downloadable software from the Members' Area.

- **Legislation and Regulations Manual**

A binder that contains all the current legislation and regulations on fork lift truck operations.

- **Technical Bulletins Manual**

A binder designed to hold the increasing range of Technical Bulletins and Fact Sheets issued to members.

- **Personnel Policies and Procedures Manual**

A comprehensive and practical guide to personnel management issues.

- **Contracts and Agreements**

This package includes a range of hire contracts and maintenance agreements that can be tailored by the Member. Provided as downloadable software from the Members' Area.

8. Other regular publications include the following:

- **Uplift**

A glossy newsletter three times per year with Association news and items of general interest.

- **Health and Safety**
Frequent updates on a range of Health and Safety issues, featuring fork truck incidents where appropriate on the website.
- **Technical Bulletins**
Further guidance aimed at expanding knowledge of regulations and legislation. Issued as and when required.

In addition, a range of booklets and stickers is available for purchase. These are detailed in a special catalogue provided to all members.

9. Helplines

The following helplines are listed on the website and are available to Full Members during normal working hours:

- **Association Helpline**
Available to provide guidance on legislation and answer any general questions of a professional nature.
- **Health and Safety Advice Line**
Operated by Arthur J. Gallagher.
- **Commercial Legal Advice Service**
24-hour helpline. Operated through the Association's insurers QDOS. Legal advice will be provided by telephone on any commercial legal problem, subject to the laws of the United Kingdom, Isle of Man and the Channel Islands.
- **Employment Law Helpline**
Operated on behalf of the Association by the Sevier Group. General advice can be provided on all aspects of employment law. There is also a HR toolkit that is available to members that provides a host of documents to assist with employment law.

10. Alerts

Security Alerts are communicated to all members to notify them about stolen trucks or other forms of malpractice. The main inputs to this service come from the members themselves. The system can also be used to highlight issues concerning safety or other commercial matters.

11. Human Resources

FLTA members are granted access to an Online HR Toolkit produced by the Sevier Group. This member's-only toolkit will give you access to an extensive – and constantly updated – library of HR policies, template letters and contracts of employment, flowcharts and forms, together with practical tips to guide you step by step through key HR issues. This gives members a resource centre so that additional help is available at their fingertips at any time of the day.

This is backed by a help-line that provides members with immediate assistance.

What's included:-

- A library of template HR policies, letters, contracts and forms for members to tailor to their firm and use straight-away
- Step by step flowcharts to guide members through key HR processes
- Manager guidelines and Q&A's providing easy-to-follow, practical HR guidance
- Documents are stored by topic (e.g.; disciplinary, recruitment, etc.) and information type (e.g.; HR policies, flowcharts, etc.) to make it easy for members to find the information they need quickly
- Helpline for immediate assistance

12. Training and Apprenticeships

The Association provides a wide range of courses for service engineers. These include important courses covering the Thorough Examination of fork lift trucks and a series of basic, intermediate and advanced electronics programs.

provide a fork lift truck specific apprenticeship for young service engineers based at F-TEC

Apprentices are trained both on and off the job through a variety of mediums such as skills assessment in the workshop, online interactive programs and training sessions within our industry sponsored colleges. All elements of the Lift Truck apprenticeship are accredited through the Institute of the Motor Industry (IMI).

The FLTA also produce online safety tests and quizzes that can help firms to accurately judge the safety knowledge of their staff and highlight areas of weakness within workforces. This enables managers to target operator, supervisor and management training to where it is needed the most.

13. Surveys

Annual Engineers' Pay and Benefits Survey

The detailed results of the survey are only made available to participating members.

14. Publicity

At a more general level, the Association employs a public relations and marketing company. This company is tasked with keeping the Association in the public eye - or, more specifically, the materials handling press. By constantly reinforcing the Fork Lift Truck Association brand, its work provides members with a marketing edge. It also manages the Annual Awards, runs the Association website - www.fork-truck.org.uk - and provides guidance for exhibitions etc., as well as providing members with Association logo material.

15. Certificates

Last Reviewed: September 2017

Framed certificates are provided so that members should publicly display their membership of the Association:

- **Membership certificate**
This certificate is renewed annually and ensures that only current members claim membership.
- **Code of Practice**
Normally displayed alongside the membership certificate, the formal Code of Practice details the high standards expected of member companies.

16. Events

There are a number of regular events that members are requested to attend:

- **Awards**
This is the materials handling industry event of the year. The Awards are made in a number of important categories and presented at a gala dinner dance and Awards ceremony, usually attended by about 400 people in February.
- **Safety Conference**
This annual event aims to increase awareness of safety in and around the operation of fork lift trucks.
- **National Fork Lift Safety Week or Month**
Safety Week or Month is a national event launched each year to focus attention on the need to improve safety standards in sites of every size and type throughout the UK.
- **AGM and Open Meetings**
An opportunity to be brought up to date with, and impact on, Association affairs. These meetings normally include guest speakers on topical subjects and provide an opportunity to network with friends and colleagues.
- **Golf Day**
A purely social event for players of all standards.
- **Regional Meetings**
Provisionally held North, South and East to facilitate attendance by those who are a long distance from the AGM.

Benefits of Safe User Group Membership

Three Newsletters per year

Based on our existing "Uplift" magazine, the newsletter covers a variety of topical and important issues. The format is informal to make the information accessible to a broad readership.

Health and Safety Updates

These are issued about 6 times each year. They contain health and safety information about fork trucks and other aspects of the workplace.

The National Safety Conference

As a member you will receive reduced price entry to the National Safety Conference in September.

Technical Bulletins

Technical bulletins take a detailed look at legislation, regulations or general issues of common concern, and present them in the form of easily understood guidance and/or explanations. They are aimed at operators as well as different levels of management.

Safety Alerts

Where there is information of a more urgent nature, this will be emailed out to the group members. Sources of information will vary, but members themselves are able to input alert information – such as details of specific incidents – through the Association office (company details are of course not included). As an extension of this, group members will be invited to share their experiences through either Uplift or other communications.

Guidance on Legislation

Bulletins are published to give guidance on new legislation and regulations. In addition the Association staff are available to answer specific questions or offer general guidance.

Independent Helpline

The Helpline operates during normal office hours. It is not a free consultancy service, but is a source of independent advice and information on a broad range of issues relating to fork trucks.

Access to Specialist Publications

The Association offers a range of excellent publications, some of which are unavailable to the public. All publications are available at special member prices.

Certificate of Membership

Each member receives a formal, framed certificate of membership. This will be renewed annually. Wording on the certificate includes the following statement.

“The member agrees to conduct its business in a manner that reflects credit upon itself and the Association. Moreover, it will strive to achieve the highest standards of safety in the maintenance and operation of its fork lift trucks and warehousing equipment.”

This is an open statement of intent. The certificate is of high quality and designed to be displayed with pride in public areas. You can also download a PDF file containing the Safe User Group logos to be attached to stationery and literature.

Members' Area

Safe User Group members have access to their own area on our brand new website. This contains a selection of free safety resources and an archive of Uplift magazines and Safety Updates, monthly e-newsletters, monthly safety videos, online quizzes and a more active forum.

A Voice in the Industry

Members of the Association include all the major manufacturers, dealerships and service providers. Government departments, including the Health and Safety Executive, acknowledge the Association as being a representative body for the industry. Membership of the Safe User Group will ensure that you have an opportunity to influence the industry and legislature by passing your comments and concerns to the Association secretariat.

Costs

Joining Fee

There is a one-off joining fee. This covers the initial administrative costs and framing, packaging and postage for the first membership certificate. The cost of subsequent certificates is covered within the annual subscription.

Subscription

An annual subscription. There must be one named contact within the member company.

What Next?

Joining the Fork Lift Truck Association Safe User Group couldn't be easier. Please complete the attached form and return it to us together with the appropriate remittance. We will respond with a receipted invoice and your certificate of membership. Your nominated representative will be added to our distribution list and website, and your company will start to benefit from your membership immediately. Alternatively visit our website www.fork-truck.org.uk and join via the Safe User Group tab.

Benefits	Member Type				
	Full	Provisional	Associate (Truck Services)	Associate (Supplier)	Safe User Group
Health & Safety Manual	X	X			
Risk Assessment Manual/Manager	X	X			
Legislation & Regulations Manual	X	X			
Personnel Manual	X	X			
Uplift	X	X	X	X	X
Health & Safety Updates	X	X	X	X	X
Technical Bulletins	X	X	X	X	X
Guidance on Legislation	X	X	X	X	X
Hire Contract (CD)	X	X			
Maintenance Agreement (CD)	X	X			
Member Prices (Catalogue)	X	X	X	X	X
Association Helpline	X	X	X	X	X
Health & Safety Advice Line	X				
Legal Advice Service	X				
Employment Law Helpline	X				
Security Alerts	X	X	X		
Safety Alerts	X	X	X		X
Member Prices (Training)	X	-10%	X		
Sales Leads	X				
Surveys	X				
PR Assistance	X				
Website Entry (Directory)	X	X	X	X	X
Website Member Finder Entry	X				
Website Members' Area	X				
Website Safe User Area		X (i)	X (i)	X (i)	X
Use of Association Logo	X				
Use of Safe User Group Logo					X
Framed Certificate	X				X
Code of Practice	X				X
Open Meetings	X	X		X	
AGM	X				
Factory Visits	X	X			
Safety Conference (Member Prices)	X	X	X	X	X
Awards Attendance (Member Prices)	X	X	X	X	X
Regional Meeting	X	X	X	X	
Social Activities	X	X			
Limits		1 Year Maximum		2 Years Maximum	
(i) not forum					

Membership Applications

Examples of the forms used by applicants are provided on the following pages in the order shown below.

1. Full Member
2. Provisional Member
3. Associate Member – Dealer/Hirer/Maintenance Provider
4. Associate Member – New supplier etc (less than 2 years in business)
5. Safe User Group Member

Application for Full Membership



The Fork Lift Truck Association Limited

34B Kingfisher Court, Hambridge Road, Newbury, Berkshire, RG14 5SJ

Telephone (01635) 277577 Fax (01635) 277579

This form is to be used by all applicants.

Non dealers need only complete those sections that apply.

Company:			
Address:	Contact: <small>(For assessment)</small>		
	Telephone:		
	Fax:		
	E-Mail:		
Postcode:	Web Address:		
Registered No:	VAT No:		
Date commenced trading:	Number of Depots:		
Number of years Dealer Principal has spent in materials handling industry:			
Size of premises:	<u>Workshop</u> sq ft	<u>Offices</u> sq ft	<u>Total Inc yard & frontage</u> sq ft
Staff employed:	<u>Engineers:</u>	<u>Sales:</u>	<u>Other:</u>
Fleet Size: <small>(For trucks under a maintenance contract which have been hired by yourselves and where you may have arranged finance.)</small>	<u>Short Term</u> <u>Under 12 months</u>	<u>Long Term</u> <u>On balance sheet</u>	<u>Long Term</u> <u>Off balance sheet</u>
Turnover: <small>(In materials handling)</small>	£	Balance Sheet Total:	£
Membership Category: Dealer, Hirer, Maintenance Provider, Manufacturer, Accessory Manufacturer/Supplier, Press Finance, Education & Training, Other	<u>Category</u>		
How did you hear about the Fork Lift Truck Association?			
Contact for directory entry, e-mail, other mailing etc.	Name:		
E-Mail:	Job Title:		

Please provide details of 2 references from existing Members of the Fork Lift Truck Association

Company:	Company:
Contact Name:	Contact Name:
Contact Tel No:	Contact Tel No:

I/We hereby apply for membership of the Fork Lift Truck Association and agree to abide by its code of practice and rules which are set out overleaf. The joining fee is enclosed.

Name:	Date:
Signature:	

Application for Provisional Membership



The Fork Lift Truck Association Limited
 34B Kingfisher Court, Hambridge Road, Newbury, Berkshire, RG14 5SJ
 Telephone (01635) 277577 Fax (01635) 277579

Company:			
Address:	Contact: <small>(For assessment)</small>		
	Telephone:		
	Fax:		
	E-Mail:		
Postcode:	Web Address:		
Registered No:		VAT No:	
Date commenced trading:		Number of Depots:	
Number of years Dealer Principal has spent in materials handling industry:			
Size of premises:	<u>Workshop</u> sq ft	<u>Offices</u> sq ft	<u>Total Inc yard & frontage</u> sq ft
Staff employed:	<u>Engineers:</u>	<u>Sales:</u>	<u>Other:</u>
Fleet Size: <small>(For trucks under a maintenance contract which have been hired by yourselves and where you may have arranged finance.)</small>	<u>Short Term</u> <u>Under 12 months</u>	<u>Long Term</u> <u>On balance sheet</u>	<u>Long Term</u> <u>Off balance sheet</u>
Turnover: <small>(In materials handling)</small>	£	Balance Sheet Total:	£
Membership Category: Dealer, Hirer, Maintenance Provider, Manufacturer, Accessory Manufacturer/Supplier, Press Finance, Education & Training, Other		<u>Category</u>	
How did you hear about the Fork Lift Truck Association?			
Contact for mailing etc:	Name:		
	Job Title:		

I/We hereby apply for provisional membership of the Fork Lift Truck Association and agree to abide by its Code of Practice and Rules which are set out overleaf. The joining fee is enclosed.

Name:	Date:
Signature:	

Application for Associate Membership



DEALER

The Fork Lift Truck Association Limited
 34B Kingfisher Court, Hambridge Road, Newbury, Berkshire, RG14 5SJ
 Telephone (01635) 277577 Fax (01635) 277579

Company:			
Address: Postcode:	Contact: <small>(For assessment)</small>		
	Telephone:		
	Fax:		
	E-Mail:		
	Web Address:		
Registered No:	VAT No:		
Date commenced trading:	Number of Depots:		
Number of years the senior manager has spent in materials handling industry:			
Size of premises:	<u>Workshop</u> sq ft	<u>Offices</u> sq ft	<u>Total Inc yard & frontage</u> sq ft
Staff employed:	<u>Engineers:</u>	<u>Sales:</u>	<u>Other:</u>
Fleet Size: <small>(For trucks under a maintenance contract which have been hired by yourselves and where you may have arranged finance.)</small>	<u>Short Term</u> <u>Under 12 months</u>	<u>Long Term</u> <u>On balance sheet</u>	<u>Long Term</u> <u>Off balance sheet</u>
Turnover: <small>(In materials handling)</small>	£	Balance Sheet Total:	£
Main Business Activity			
How did you hear about the Fork Lift Truck Association?			
Contact for mailing etc:	Name:		
	Job Title:		

I/We hereby apply for Associate Membership of the Fork Lift Truck Association and agree to abide by its Code of Practice which is set out overleaf. The joining fee is enclosed.

Name:	Date:
Signature:	

Application for Associate Membership



SUPPLIER/SERVICE PROVIDER

The Fork Lift Truck Association Limited
 34B Kingfisher Court, Hambridge Road, Newbury, Berkshire, RG14 5SJ
 Telephone (01635) 277577 Fax (01635) 277579

Company:	
Address: Postcode:	Contact: <small>(For assessment)</small>
	Telephone:
	Fax:
	E-Mail:
	Web Address:
Registered No:	VAT No:
Date commenced trading:	Number of Depots:
Turnover:	
Main Business Activity: Please describe the main areas of your business, and in particular those areas that apply to the fork lift truck industry. Please enclose a company brochure, if available, with this application.	
How did you hear about the Fork Lift Truck Association?	
Contact for mailing etc:	Name:
	Job Title:

I/We hereby apply for Associate Membership of the Fork Lift Truck Association and agree to abide by its Code of Practice which is set out overleaf. The joining fee is enclosed.

Name:	Date:
Signature:	

SAFE USER GROUP

Application for Membership



The Fork Lift Truck Association Limited
 34B Kingfisher Court, Hambridge Road
 Newbury, Berkshire RG14 5SJ
 Tel: 01635 277577 Fax: 01635 277579

Company	Contact
Address	Telephone
	Fax
	E-Mail
	Web Address
Postcode	

Registered No	Date commenced trading
VAT No	

Nature of Business

Fleet Size (If applicable)	Counter- balance	Reach	Narrow Aisle	Pedestrian- controlled	Side - Loader	Telescopic	Other - please state	
All Sites								

Company Contact (If different to above)	Name	Job Title
	Tel:	Fax:

We hereby apply for membership of the Fork Lift Truck Association Safe User Group. We agree to abide by the code of practice outlined below:

Name	Signature
Date	

Please enclose your cheque made payable to The Fork Lift Truck Association. £

Code of Practice

We agree to conduct our business in a manner that reflects credit upon ourselves and the Association. Moreover we will strive to achieve the highest standards of safety in the maintenance and operation of fork lift trucks and warehouse equipment.

Feb 2014

Joining Fee
 Subscription
 SUB TOTAL
 VAT @ %
 TOTAL

**Appendix 5 to
Fork Lift Truck Association Rules and Regulations**

LOGOS

The following logos are authorised for use by the appropriate members as shown. There is no logo available for use by Provisional or Associate Members.

Figure 1. Full Member Logo



Figure 2. Safe User Group Logo



Figure 3. Safer as a Member Logo



Figure 4. Safer as a Member SUG Logo



**Appendix 6 to
Fork Lift Truck Association Rules and Regulations**

JOB DESCRIPTION - CHIEF EXECUTIVE

General

The Chief Executive is responsible for all aspects of the day-to-day management of the Fork Lift Truck Association (FLTA) in accordance with the overall policy of the Board of Directors, with whom he agrees strategy, operating plans and an annual budget. In addition, the Chief Executive represents the public face of the Association, liaising with government officials, briefing the media and responding to the requirements of the general public. His main responsibilities are as follows:

Secretarial

1. To maintain the official records of the Association through liaison with Companies House, the Registered Office and the auditors and accountants of the Association.
2. To arrange the Annual General Meeting of the Association and any other meetings as may be required by the Board, including regular Board Meetings. To arrange for comprehensive records of the same.
3. To arrange other meetings for Board Sub-Committees, as and when required. To arrange for comprehensive records of the same.
4. To arrange all insurances as may be required from time to time.
5. To arrange for legal assistance and advice as may be required from time to time.
6. To liaise with other Associations and Professional Bodies as appropriate.

Membership

7. To maintain records of all Members, to include the website database.
8. To review all applications for membership, arrange assessment visits as required, and make appropriate recommendations to the Board.
9. To maintain discipline concerning compliance with the Code of Practice, and other matters that may arise, in accordance with the Memorandum and Articles of Association, and general policies that may be determined by the Board.

10. To organise professional development courses in support of Member activities, especially technical courses for service engineers, and to liaise with training service providers as required.

11. To organise general meetings and other professional and social activities as required, including the annual Awards for Excellence.

12. To respond to any reasonable requests that may be made by Members from time to time.

Finance

13. To manage the finances of the Association.

14. To administer the accounts, producing monthly Balance Sheet and Profit & Loss statements, quarterly VAT returns and payments to Inland Revenue as required.

15. To administer the payroll.

16. To maintain all appropriate financial records.

17. To determine the annual budget in line with Board priorities and requirements.

18. To organise annual stock checks.

19. To arrange for the annual audit of these accounts

Publications & Stock Items

20. To produce and amend manuals and other publications in support of professional awareness and good management practice.

21. To produce a range of safety booklets, stickers and other items to support the core member activities.

22. To publish a catalogue of the above.

23. To recommend and develop new material as required.

Personnel

24. To staff the office to meet the requirements of the Association.

25. To administer the staff function in accordance with the Personnel Policies and Procedures Manual, where appropriate.
26. To organise the professional development of staff as required.
27. To manage the employment of consultants and any part time or temporary staff as may be required from time to time.
28. To be responsible for the Health and Safety of full time and temporary staff within the Association office and at other locations under the temporary control of the Association.

Administration

29. To obtain and equip suitable premises for the efficient running of the Association, and maintain these in good working order, liaising with solicitors and landlords as appropriate.
30. To arrange for all utilities as required, and ensure they are used or consumed in a cost-effective manner.
31. To ensure that the Association office has sound communications at all times.
32. To be responsible for ensuring that stationery and similar items are stocked and managed in a cost-effective manner.

Public Relations & General Enquiries

33. To liaise on a frequent basis with the Association Public Relations consultants, and through them ensure that published material portrays the Association and its Members in the best possible light.
34. To deal with press and media matters when direct contact is considered appropriate.
35. To represent the President and Chairman on day to day matters.
36. To deal with all general enquiries from within industry or the public at large.

Quality Management

37. To act as the Quality System Owner, being responsible for quality management.
38. To be responsible for the continuous improvement and annual review of organisational practices and the products and services offered by the Association.

39. To set quality objectives and quality policy that consistently seeks to ensure as a minimum that the products and services provided, satisfies the Member's needs and expectations.

40. To review major non-compliances identified during audits and make appropriate recommendations to the Board.

41. To review minor non-compliances identified during audits. Agreeing corrective action timescale and progress reviews with the Members and where necessary, make appropriate recommendations to the Board.

42. To review any refusal of an audit and make appropriate recommendations to the Board.

**Appendix 7 to
Fork Lift Truck Association Rules and Regulations**

JOB DESCRIPTION – OFFICE ADMINISTRATOR

General

The Office Administrator is responsible for the efficient and effective day-to-day management of the Fork Lift Truck Association office in accordance with the priorities established by the Chief Executive. This includes the fulfilment of those member services that are directed through the office, including the website, and the administration of office facilities.

It should be noted that during the absence of the Chief Executive, either on duty or for holidays, the Office Administrator will have sole responsibility for the smooth working of the Association, to include part time and contract employees. (Arrangements will normally be made for one or more Board Members to be available for advice and/or assistance if required. However, the responsibility of this function should not be underestimated.)

Membership

1. To maintain a file for every member company,
2. To maintain and update a data record for every member company. (This data record is through a computer link to the server that drives the Association website and is the only comprehensive record of member information.)
3. To organise and despatch new member packs in accordance with their entitlement.

4. To liaise with members and respond to their requests as appropriate.
5. To circulate and keep records of Security Alerts.

Courses

6. To liaise with service providers as appropriate to produce a schedule of courses to meet the current requirements of the Association.
7. To organise the production and distribution of a printed schedule of these courses and the equivalent pages on the website.
8. To take bookings and in all respects organise the general administration of these courses. This includes liaison with the sending companies and the service providers as required to ensure the smooth passage of required information.
9. To organise comprehensive student packs for the programmes that involve Thorough Examination.
10. To maintain records of course attendance.
11. To produce timely invoices for all courses.

Sale of Goods

12. To maintain a suitable stock of all items in the Association catalogue.
13. To maintain records of orders placed on suppliers.
14. To fulfil all orders placed by members and others in a timely and cost efficient manner.
15. To maintain records of orders placed by customers.
16. To invoice for all orders placed, to include confirmation orders for goods paid for through the website.
17. To supervise the part time despatch clerk.

Finance

18. To produce invoices to meet all other requirements, to include subscriptions and events.

Events

19. To assist with the administration of all Association Events, to include attending such events as required by the Chief Executive.
20. To maintain attendance lists for all events, communicate information as required to those attending such events and to produce name badges where appropriate.
21. To liaise with venue staff as required both in advance of, and on the day of, those events, in order to ensure the efficient execution of the events.
22. Annual Awards. In addition to general duties - to assist with the selection of menus, flower arrangements and other detailed items as required; to maintain a list of special dietary requirements and communicate this to hotel staff; to organise attendance lists and distribute tickets as required.
23. Exhibitions. To attend exhibitions as required and assume responsibility for the administration of the Association stand. To assist with the day-to-day operation of the stand and assume the role of Association representative when alone on the stand, as will be required from time to time.

Administration

24. To organise the daily management of the office to include communication systems and the receipt and despatch of mail.
25. To maintain appropriate stock of stationery, packaging and other materials required to support the office.
26. To liaise with contractors for the maintenance and repair of all office equipment.
27. Through the software management system to maintain those areas of the Association website appropriate to the role.

Secretarial

28. To be the primary point of contact, and therefore the public face of the Association office, to include answering the telephone and incoming emails.
29. To provide secretarial support for the Chief Executive.
30. To act as Personal Assistant to the Chief Executive.
31. To maintain records of Board Members as required by Companies House.

**Appendix 8 to
Fork Lift Truck Association Rules and Regulations**

JOB DESCRIPTION – QUALITY MANAGER

General. The Quality Manager is responsible for the continuous audit of dealer Members to ensure adherence to the Code of Practice and the membership assessment criteria in order to ensure that standards of membership are maintained.

Detail. Dealer Members will be visited on a rolling and regular basis. This will enable a closer relationship between the Association and the core membership, in turn facilitating an improved exchange of information. In so doing, the Quality Manager will be responsible for obtaining feedback from Members for the Chief Executive to inform the future direction of the Association, in turn, gaining maximum benefit for Members. The Association strives to raise standards within the Fork Lift sector and the Quality Manager will act as the operational improvement agent on behalf of the Chief Executive. There will also be a responsibility to promote activities and events that are being undertaken by the Association.

Technical Advice and Support. In addition to quality development, the incumbent will be responsible for the provision of technical advice and support to the Chief Executive.

- To liaise with the CFTS Technical Managers to ensure that common standards are maintained.
- To be a member of the Quality Committee.
- To liaise with West Berkshire Council Trading Standards and assist in promoting Forklift Watchdog as appropriate.
- To assist in promoting FL engineer apprenticeships and the register of technicians.

Safe User Group. In conjunction with the Chief Executive, to promote development and continued growth of the Safe User Group.

Office Support. To carry out any other duties as may reasonably be expected in support of FLTA activities such as attendance at exhibitions, liaison with other organisations and Trade Associations and general office duties and tasks.