



# CODE OF CONDUCT

In order to ensure the highest possible standards of performance, safety and client satisfaction, the Australian Industrial Truck Association has prepared the following Code of Conduct.

All members, including both full and associate members, are required to implement, maintain and embrace the principles adopted in the Code of Conduct.

## **EQUIPMENT**

Members shall:

1. Ensure equipment is delivered in a safe and serviceable condition with relevant user information provided.
2. Agree with the client that the equipment, including tyres, attachments and accessories are suitable for the intended application, and are documented in written format between all parties.
3. Ensure only competent and suitably trained personnel service and repair the equipment supplied.
4. Offer a regular inspection and service programme in accordance with the Manufacturers' recommendations for the equipment supplied.
5. Ensure that all equipment offered and supplied complies with the relevant Australian Standards, Occupational Health and Safety requirements for importers, designers, manufacturers, and suppliers.
6. Ensure that all attachments are supplied with the primary equipment, properly fitted and rated.
7. Make the client aware of alternative models, which have a higher specification than the application may require, accounting for improper usage of equipment.
8. Make the client aware of optional extras, and explain the benefits of these to enhance safer operations.
9. Ensure the client is aware of relevant training for the correct operation of the equipment, and where required operator certification.

10. Ensure the client is familiar with equipment controls and the contents of the operator's manual.

## **CLIENT RELATIONS**

In dealing with clients, members shall:

1. Accurately present all the facts relating to a contract.
2. Ensure that the contract embodies all the express terms and conditions of the Agreement.
3. Respect confidential information supplied to them by the client in the course of their business.

## **INTEGRITY**

Members will be expected to:

1. Behave with integrity and encourage such conduct by others in the business of supplying or hiring lift trucks.
2. Transact business in such a manner as will reflect credit to the member and the industry.
3. Strive to improve their own competence and that of others in the industry.
4. Exercise care in the day to day conduct of business relationships.
5. Deal promptly with all queries or complaints from a client.