

## **CODE OF CONDUCT**

**MLA Holdings Pty Ltd promotes client satisfaction and the highest possible standards of performance and safety for all its products.**

**MLA Holdings is a member of the Australian Industrial Truck Association ( AITA ) and has implemented the AITA Code of Conduct.**

**MLA Holdings Pty Ltd has taken a strategic decision to include this Code of Conduct in their Management System. The principals of the AITA Code of Conduct are listed below.**

### **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.