



# UKMHA

UK MATERIAL HANDLING  
ASSOCIATION

## Code of Practice

In order to ensure the highest standards of customer care, the UK Material Handling 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 routine inspections will be accepted as Members of the Association.

Dealer members will be expected to :

### Trucks

Ensure trucks are delivered in a safe and serviceable condition.  
Satisfy themselves that the equipment is suitable for the intended application.  
Ensure only competent engineers service and repair trucks.  
Carry out regular servicing as per contract.  
Carry out all Health and Safety requirements including Thorough Examinations as appropriate.

### Contracts

Use a contract which has been approved by the UKMHA.  
Accurately represent facts relating to a contract.  
Ensure that the 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 in place public liability insurance of at least five million pounds.  
If appropriate, have in place product liability insurance of at least five million pounds.  
Make available the insurance document(s) for inspection, if requested by an official of UKMHA.

### Integrity

Behave with integrity and encourage such conduct by others in the business of hiring lift trucks.  
Transact business in such a manner as will reflect credit on that Member and the industry.  
Strive to improve their own competence and that of others in the industry.  
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 UKMHA.  
Deal promptly with all queries or complaints from a customer.

