



CODE OF CONDUCT

The International Powered Access Federation works to promote and raise the standards of the Powered Access Industry and to further the good name of the industry and trade as a whole. The adoption of this Code of Conduct covering, in particular, Standards of Safety, Quality and Service, intends to ensure these high standards.

The Code of Conduct sets out the principles by which Members agree to behave. Members will not knowingly misrepresent facts, or mislead any customer, or supplier, concerning any aspects of the goods and services they provide. They also agree to market only products and services that conform to specific industry standards relevant to their business:

Compliance with this Code of Conduct is a condition of membership of the International Powered Access Federation and wilful breaches of the code may lead to expulsion from the Federation.

All members are expected:-

- to conduct their businesses lawfully observing all relevant legislation and regulations ensuring fair responsible trade;
- not to participate in price fixing, or securing contracts, to the disadvantage of the public;
- to demonstrate honesty and transparency in pricing, in drawing up contracts and in preparing invoices;
- to behave at all times with responsibility and with integrity in the day-to-day conduct of their business;
- to not knowingly misrepresent facts, or mislead any customer, or supplier, concerning any aspect of the goods and services they provide;
- to provide adequate training and instruction to their employees and agents;

- to follow and comply with any instruction, or guidance note, or advice (where applicable) issued by the Federation;
- to notify the Federation of any matter which might adversely affect the reputation of the industry, or the Federation;
- to co-operate fully and in a timely manner with any regulatory or statutory body and with the Federation in the investigation and determination of any complaint made and referred to such body, or the Federation;
- to ensure that details of all reportable accidents involving MEWPs and MCWPs are notified to the IPAF administration centre;
- to agree to deal promptly with any enquiries as to the safety of products and take effective action where appropriate;
- to maintain the reputation, standing and good name of the Federation, industry and its Members;
- to generally watch over, promote and safeguard the interests of the general public by establishing and maintaining a high standard of professional behaviour with the object that membership of the Federation shall denote integrity and a high quality of service;
- to promote and develop the general interests of all Members of the Federation in their relations with clients, with operators of all forms of transport and with one another;
- to promote the best interests of the Powered Access Industry.

These rules have been produced as an aid to Raising the Standards within the Powered Access Industry, although no Code of Conduct can lay down detailed rules of behaviour to cover every event. The voluntary acceptance of this Code by members will prove powerful in improving the good name of the industry.