

MTA Service Station Membership Criteria

1 Advertising and information about services and products is full, accurate and meets all statutory requirements.

- 1.1** Advertising and signage clearly identifies the business as an MTA member.
Note – this may not be practicable where signage is limited by supply agreements. Reasonable efforts should be made to obtain oil company agreement.
- 1.2** All advertising, whether in media, websites, on-site information or in sales representations, is complete and accurate. Descriptions of services and products are clear, in plain English, and are not ambiguous or misleading.
- 1.3** Signage clearly states the level of service provided (ie, self-service or full service). Self-service sites should provide clear instructions to help people with disabilities obtain assistance.

2 All services given are honest, helpful, courteous and professional. All business dealings are fair and ethical.

- 2.1** Customers are given courteous and professional service.
- 2.2** Where full service is not provided, assistance is available for people with disabilities.
- 2.3** Service stations selling food meet all food handling requirements.
- 2.4** Service stations sell and redeem MTA gift vouchers.
- 2.5** All business transactions are fair and ethical.
- 2.6** Any faults and complaints are discussed openly and, if justified, are fixed promptly. The member participates in good faith in the MTA mediation process and complies with MTA complaint and mediation policies.

3 People – members and their staff are competent and professional.

- 3.1** People in charge of a service station are trained in:
 - safety management
 - product knowledge
 - customer service
 - staff supervision (unless they are working alone).
- 3.2** All staff receive induction training and supervision. Knowledge of safety management is essential prior to commencing work and covers at least:
 - spill prevention
 - fire and spill response
 - armed hold-up procedures.
- 3.3** Staff are well presented and have uniforms or protective clothing.
- 3.4** The member ensures positive staff management and development through:
 - pre-employment checks
 - induction and initial training
 - supervision
 - ongoing training.

4 Premises and site are safe, professional and well presented.

- 4.1** Premises: The premises are well organised, tidy and regularly maintained.
- 4.2** Equipment includes:
- fire extinguishers and spill kit
 - safety signage (no smoking, turn cellphones off, warning notices with air)
 - signs specifying evacuation and emergency procedures
 - LPG and CNG filling safety equipment (if LPG or CNG sold)
 - tyre pressure gauge and air
 - windscreen washing equipment
 - watering cans
 - forecourt paper towels.
- 4.3** Environmental management practices are adequate and include:
- appropriate storage of hazardous goods
 - disposal of oil, tyres and waste material
 - prevention and management of spills
 - fire prevention/response.
- They comply with national and local authority guidelines/requirements.
- 4.4** Customer facilities:
- i Signage is professional and clear. For larger businesses, clear signposting directs customers to appropriate services.
 - ii If practicable customer car parking is provided.
 - iii If practicable customer facilities are provided. These could include a reception area and customer toilets. They are regularly cleaned.
- 4.5** The site and premises satisfy all local authority, health and safety, hazardous goods and other regulations and consent requirements.

5 General requirements:

- 5.1** Financial viability: The member is creditworthy.
- 5.2** Shared premises or yards: If the premises are (or site is) shared with another automotive business the other business must be an MTA member and meet all these criteria. If other automotive businesses are in adjoining premises, the signage must clearly indicate which business(es) are MTA members.
- 5.3** Loyalty to other members: Adverse comments about other members are not made directly to customers.
- Note – Any issues relating to any products and services should normally be discussed with the member and, if there are still concerns, a complaint should be made with the appropriate MTA branch.*