

## SUMMARY OF CODE OF CONDUCT (FOR CONSUMERS)

As a BPCA Member, RPPC commits to:

### 1. Honest and Fair Dealings

We provide accurate advice, fair pricing, and truthful descriptions of our services.

### 2. Clear Communication

We explain:

- Treatment methods
- Safety considerations
- Expected outcomes
- Number of visits
- Any preparation required

### 3. Respect for Your Home

We keep your property safe, clean and undamaged.

### 4. Professional Competence

BPCA training, RSPH Level 2 certification and CPD ensure the highest technical standards.

### 5. Complaints Handling

If something goes wrong, we promise:

- Fast response
- Fair resolution
- Access to the BPCA Alternative Dispute Resolution (ADR) process if needed

### 6. Legal & Safety Responsibilities


All chemicals and equipment are used in line with:

- COSHH
- CRRU guidelines
- BPCA best practice
- UK law

### 7. Insurance & Accountability

We carry full Public Liability and Employers' Liability insurance.

This summary is provided to reassure customers of the safety, professionalism and transparency they can expect from RPPC.

Signed:  Name: Andy Wood  
Position: Director Date: 10 December 2025