

## CUSTOMER SERVICE PROMISE

At RPPC we commit to delivering exceptional service based on the following principles:

### 1. Rapid Response

We respond quickly to enquiries and provide clear appointment windows.

### 2. Professionalism

Every technician is trained, insured and compliant with BPCA standards.

### 3. Safety First

All treatments prioritise:

- Family safety
- Pet safety
- Environmental safety
- CRRU best practice

### 4. Clarity and Communication

We clearly explain:

- The issue
- The recommended treatment
- Risks and safety steps
- Preparation and aftercare

### 5. Transparent Pricing

No hidden charges. All costs confirmed before work begins.

### 6. Respect for Your Property

We minimise disruption and work cleanly and carefully.


### 7. Aftercare Support

Post-treatment advice is always provided, with follow-up visits where required.

### 8. Continuous Improvement

RPPC maintains CPD training and reviews processes to ensure top-tier service.

This is the standard every customer can expect from Red Pencil Pest Control.

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