

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