



BPCA CODE OF CONDUCT

All BPCA members are required to work within the BPCA Code of Conduct as it applies to them. New members sign their acceptance of the Code as part of the application process, and annually confirm their commitment.

We expect all members to operate within the BPCA Code of Conduct and other professional codes. The following requirements relate to all members of the Association, including all of their employees...

BE PROFESSIONAL

Members will:

- Help clients understand their products and services by providing professional surveys and quotes for potential work
- Ensure clarity in contractual issues, fulfill contracts and honour any guarantees given
- Strive for excellence – promote, enhance and encourage best practice
- Act reasonably and responsibly, and ensure compliance with all relevant legislation and regulations in the countries in which they operate
- Keep up-to-date through training and Continuing Professional Development.

CONSIDER PEOPLE AND THE ENVIRONMENT

Members will:

- Promote and encourage Integrated Pest Management as their approach to work
- Act positively to safeguard people in all that they do
- Ensure the environmental impact of their work is as positive as possible
- Behave with professional and personal integrity; be respectful, truthful and honest in their dealings.

PROMOTE THE ASSOCIATION

Members will:

- Act in a manner that supports the Association's overall objectives and reputation
- Promote the Association's mission, vision, values and standing
- Use BPCA members when referring or subcontracting pest management work
- Be supportive when working with other members, whether subcontracting or as a subcontractor, showing mutual trust and respect
- Publicise their professional services responsibly without comparison or criticism of other members
- Act respectfully towards BPCA and its members, both on and offline, including within business and private social media activity.

ACT WITHIN THE CODES OF BEST PRACTICE

Members will:

- Notify the Association of any failure to work within the Code, and of any relevant legal proceedings that may impact them, the Association or the profession.
- Work with care to ensure procedures and records meet all legal and business requirements; take care to ensure applicable and appropriate levels of confidentiality are maintained
- Comply with all competition, bribery and anti-corruption laws when doing business and supporting the work of the Association
- Cooperate with BPCA's staff and representatives when they are working to support the member; comply with all reasonable requests for information.

If a member is found to have fallen short of these requirements, they will be fully investigated in line with BPCA's complaints procedure. The outcome of the investigation could lead to a company's removal from membership.