



THE BPCA CODE OF CONDUCT

This Code of Conduct is a statement of best practice to which each member of the Association is expected to adhere. New members are asked to indicate their acceptance by signing the application form. All BPCA members re-confirm their commitment on an annual basis by signing the annual return form. Members of the Association are required to be mindful of the moral imperative to observe the provisions of the Code of Conduct recognising they do so on a voluntary basis.

1. BPCA MISSION STATEMENT

To establish, maintain and promote the British Pest Control Association as the premier trade body representing the interests of its members working in the UK commercial and public health pest control industry.

(The aims and Objectives of the Association are detailed within the 2013 Articles of Association available via the BPCA website).

2. CONDITIONS OF MEMBERSHIP

2.1 All Members will:

- 2.1.1 Act positively to safeguard people and the environment by ensuring that actions taken to control pests do not have a detrimental effect.
- 2.1.2 Ensure that all research and development work meets current statutory requirements at all times.
- 2.1.3 Comply with, and ensure that working procedures and records demonstrate complicity with the provisions of all appropriate legislation in force from time to time together with recommendations made in all relevant Codes of Best Practice and Guidance Notes (see BPCA website). Members will cooperate with the BPCA's appointed representatives when carrying out company audits and assessments.



- 2.1.4 Ensure that any form of promotion, including verbal presentation complies with legal requirements and with accepted codes of practice including the Codes of Advertising Practice (www.cap.org.uk).
- 2.1.5 Ensure that those working in pest control shall have been given adequate training to ensure that they are competent to carry out their duties.
- 2.1.6 Maintain business integrity in fulfilling contracts and honouring guarantees given. Be truthful and honest in dealings with the public and commercial clients, remembering their responsibility to the public good.
- 2.1.7 Publicise their professional services in a responsible manner ensuring not to create an invidious distinction between other members, nor make public criticism of fellow members, always bearing in mind that the dignity of the Association is never jeopardised in any manner and that the profession is not brought into disrepute.
- 2.1.8 Honour agreements made by the Association at all times.
- 2.1.9 Ensure clarity in contractual issues.
- 2.1.10 Avoid conflicts of interest that are not declared or visible.
- 2.1.11 Resolve disputes with and complaints from clients promptly and appropriately while maintaining business and personal integrity.
- 2.1.12 Comply with all relevant competition, bribery and anti-corruption laws in the UK and other countries where doing business.
- 2.1.13 Notify the Association of any legal proceedings that may have an impact on the Association or its reputation, or that might bring the member into disrepute.

2.2 Members who undertake Manufacturing and Distribution will

- 2.2.1 Manufacture, formulate, label, package and market in such a manner as to minimise environmental contamination and comply with product authorisation.



2.2.2 Ensure that all products manufactured by them or on their behalf are in accordance with suitably defined specifications backed by adequate quality control facilities.

2.2.3 Have proper procedures in place to ensure product stewardship.

2.3 Members who undertake Fumigation will, in addition to those conditions listed under 2.1:

2.3.1 Ensure that all technicians in charge of fumigations are certificated for those types of fumigations for which they are responsible by holding appropriate certification.

2.3.2 Store, transport, handle and use fumigant gases in strict accordance with the guidelines issued from time to time by HSE, the Association, and Government/EU legislation.

2.4 Associate, Observer, Honorary and Life Members and those on the Probationary and Affiliate schemes will, at all times act in accordance with the provisions and intentions of this Code of Conduct as it applies to them.

ENFORCEMENT

The enforcement of this Code will be the responsibility of the Executive Board, and any member not conforming to its requirements will be liable to sanctions up to and including expulsion.