

# Pest Control Charter

## Charter

To deliver an Integrated Pest Management service.

To reflect our name in everything we do.

To focus on the client.

To improve public health.

To maintain external accreditations.

To ensure a high level of animal welfare.

To maintain a high level of professionalism.

## What it means

We do not simply kill pests with a pesticide. We consider non-chemical, biological and cultural methods as well as looking at the broader issues of customer education, habitat modification, monitoring and physical methods.

We will be 'positive' in our approach to business, to our clients and everyone who is impacted by our business.

We will:

- only provide what is needed and NOT oversell
- be polite, smart and professional
- fully meet our contractual obligations
- be diligent in our work
- listen to clients
- provide a value for money service

Our service is delivered to meet the key principles of food hygiene, health & safety and environmental protection. We do not simply check bait boxes and kill pests. *Our founder was previously an Environmental Health Officer and Independent Consultant.*

Our quality of operations is regularly audited and validated by independent bodies.



We will do our utmost to prevent unnecessary suffering and to protect non-target species. We are supporters of the Campaign for Responsible Rodenticide Use (CRRU).

Our Technicians are BPCA qualified and participate in Continuing Professional Development, through membership of BASIS PROMPT. They are members of a professional body and have qualifications in both health & safety and food hygiene.

December 12



Food Hygiene



Pest Prevention



Health & Safety

 **Positive**  
environmental

**01981 590534**

[www.positive-environmental.co.uk](http://www.positive-environmental.co.uk)  
[info@positive-environmental.co.uk](mailto:info@positive-environmental.co.uk)