



CODE OF CONDUCT

IBPSA members agree to adhere to the following Code of Conduct and agree to follow all applicable Federal, State, and local rules, regulations and laws in the cities, counties and states in which they are located.

As a member of IBPSA, I recognize that in order to fulfill my obligations to the animals in my care, to my customers, to the pet care industry and to my community, I must in all areas follow best practices...

Therefore I pledge:

To provide conscientious care for the animals entrusted to me, being constantly attentive to their security, safety, and well-being, and to place their welfare above all other business considerations.

To deal honestly and fairly with the public, and to avoid misrepresentation of my services.

To respect the confidence of every customer served

To place service to my customers and to the pet care service industry above personal gain.

To avoid unfair competitive practices, slander or defamation of my competitors, and actions of business practices which would result in dishonor upon or distrust of my competitors or of the pet care service industry in general.

To support my association, its policies and programs, and to participate as fully as possible in its activities.

To be respectful of, and to cooperate with, the other professions and trades which operate within the pet industry, in every way consistent with my other responsibilities.

To operate my business in such a manner as to reflect honor upon the pet care services industry within my local community.

To take every opportunity to learn more about my profession and to improve my services.

To encourage responsible pet ownership by encouraging pet training, health and other advocacy programs.