

**This business is a member of the
British Dog Groomers' Association
and subscribes to the
Pet Industry Federation Members' Charter**



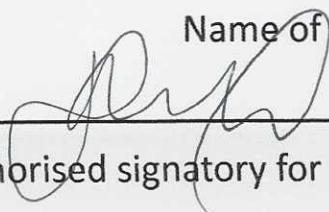
All staff and directors connected with this business agree to:

- **Strive to improve industry standards**
- **Promote responsible pet ownership**
- **Strive to ensure customer satisfaction at all times**
- **Always provide customers with clear and current information about products and services in a polite and professional manner**
- **Ensure all staff are appropriately trained to carry out their job role and that they have a comprehensive understanding of company products, services and procedures**
- **Minimise the environmental impact of their business wherever possible**
- **Promote best practice in animal welfare by observing the Five Welfare Needs: Diet; Accommodation; Wellness; Sociability; Behaviour**
- **Maintain their working environment to ensure it is fit for purpose**
- **Abide by all current legislation relative to the business**
- **Not bring the pet industry, the Pet Industry Federation or divisional association into disrepute**



Chiltern Groomers

Name of business


Authorised signatory for business