

## TIPRM Statement on the Rights of Others

TIPRM through its membership and works, recognises the rights and values of all persons. This Statement covers interactions with other people, including pest management clients.



Principle	Value	Explanation
<b>Quality</b>	All people have a right to expect quality service.	Services should be scoped to address particular needs and delivered in a competent professional manner.
<b>Communication</b>	All customers are to be informed about services, treatments, options and costs clearly and openly.	Customers receive, in a way they can understand, open, timely and appropriate communication about their pest management.
<b>Participation</b>	All customers have a right to be included in decisions and choices about their pest management.	Customers should be offered to contribute to decisions and choices about their pest management services.
<b>Privacy</b>	All customers' personal information, as far as is reasonably possible, will be protected so that privacy and confidentiality is maintained.	Personal privacy is maintained and proper handling of personal information is assured.
<b>Respect</b>	All people have a right to be shown respect, dignity and consideration.	Respect of people's culture, beliefs, values and personal characteristics is an important part of professional service.
<b>Safety</b>	All people have a right to receive safe and high-quality care when pest management works are undertaken.	Risks are identified and managed, warnings are given as needed, activities are carried out in a manner that minimises risks to people and the environment.
<b>Environment &amp; Sustainability</b>	The rights of people, natural communities and ecosystems to sustainable water, food, energy, air, soil, waste treatment, and economic and climate systems will not be unduly impinged.	While management of environmental pests involves impacts, all pest management work will be done in a manner that appropriately reduces risks and impacts so that degradation of the environment is avoided.