

Code of Ethics for Pest Risk Managers

Compliance with this Code is a requirement for membership of the Institute. Non-members are also encouraged to abide by its provisions. This Code does not replace the principles and procedures set by government, by employers, by local social convention nor does it deny any rights not specifically mentioned. This Code is founded on the principles of honesty and respect.



Confidentiality: Beyond the necessary sharing of information as part of duties, we will strive to protect and safeguard confidential and personal information relating to clients and co-workers.

Inclusion: Respect for all persons is to be maintained, irrespective of that person's position, situation or condition in society. As far as practicable, we will provide respectful service for all persons regardless of their ethnicity, culture, impairment, language, age, gender, sexual preference and religious or political beliefs. We respect the right to health and safety of all persons.

Professionalism: We respect our profession and the fellow members of the profession and shall strive to respect and uphold their dignity. We shall deal openly and honestly with our clients and co-workers and strive to comply with all applicable law and regulations.

Public Comment: Any public comments shall be made in a manner that it is clearly identifiable whether these comments are personal or professional. No representations shall be made on behalf of The Institute of Pest Risk Management unless a member has obtained prior documented authorisation.

Professional Development: We acknowledge our individual responsibility to maintain an appropriate level of competence and will strive to update and improve knowledge and skills. We acknowledge that our competence has boundaries.

Complaints: We value complaints that are expressions of dissatisfaction with our work, our products and services. We are open to feedback whether it be positive or negative. We will attempt to ensure that a complaint is processed in a responsible and timely manner. We are committed to the goal of working to answer any complaints in a full and efficient manner.