

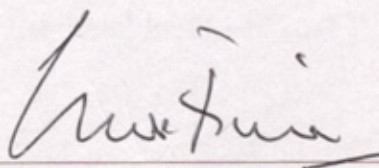
# Code of Practice

As a member of the BPIF the company below has agreed to conduct business according to following principles:

1. Members will at all times transact business in an ethical, honest manner.
2. Members will display on their premises, wherever practical, the BPIF membership certificate and the Code of Practice certificate.
3. Members will comply in all aspects with all relevant legislation in the operation of their business.
4. Members will ensure that any advertising or promotion of its services is accurate.
5. Members will do all in their power to ensure customer satisfaction.
6. In all of their dealing with customers, other businesses and each other, members will act decently, fairly and reasonably, fulfilling their contractual obligations at all times.
7. In the unlikely event that a member is unable to complete work undertaken, the BPIF will endeavour to refer the customer to other BPIF members who may be able to undertake that work. The customer will make the final decision as to whether the work is placed with one of the BPIF members offered and the terms on which the work is transferred.
8. Members will strive to recruit and employ people with appropriate skill levels, provide fair remuneration and be committed to continuous training and development, bearing in mind equality of opportunity.
9. BPIF members will offer prices that are fair, competitive and are in the interests of sustainable business relationships.
10. In the event of a complaint from a customer the member will ensure that appropriate, effective and immediate action is taken with a view to achieving a just settlement. In the event that a complaint is not resolved, the member should inform the customer that they may refer the complaint in writing to the BPIF Chief Executive who will act as an Independent Arbitrator. Details of the BPIF Complaints procedure are set out in the Appendix.

***Perfect Bindery Solutions***

Company name



Signature