



**This business is a member of the**  
**UK Kennel & Cattery 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



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Name of business

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Authorised signatory for business

**2015**