



In an effort to provide a more robust set of services to our customers, we are pleased to announce that Royal Forest Pest Services Inc. has entered into a direct working relationship with Canada Canine Detection Corporation. Although each company will remain a separate corporation, the relationship between both companies has been strengthened and will enable us both to provide a more comprehensive and beneficial set of services to our customers. In addition to working more closely together in the field, we are now sharing a common dispatch where one call-taker is able to book K9 bed bug inspections in addition to pest control services.

With this arrangement comes the need to delineate a special set of rules to govern the conduct of our staff so as to ensure that the highest ethical standards are maintained.

Below, please see our updated 'Code Of Conduct' statement.

### **CODE OF CONDUCT**

Where a licensed technician who is also employed by Royal Forest Pest Services Inc. conducts a K9 bed bug inspection on behalf of Canada Canine Detection Corp. for a client he/she shall abide by the following:

- a) Under no circumstances, whether bed bugs are detected or not, shall the handler refer to, highlight or in any way promote, the pest control services of Royal Forest Pest Services Inc. to the inspection client.
- b) Should bed bugs be detected in the clients' home and the client wishes to use Royal Forest Pest Services Inc. for the mitigation of the bed bug problem, the handler shall (in person if made aware by the client of such) state that he/she is an employee of Royal Forest Pest Services Inc. to the client to ensure that the client is aware of that fact.
- c) Subsequent to an 'alert' by the K9 during a bed bug inspection, the handler shall provide the following information to the client while, under NO circumstances, referring to Royal Forest Pest Services Inc. (or any other pest control company for that matter) in any way.
  - i. Generic advice on how to select a reputable pest control company to deal with the bed bug problem.
  - ii. Specific advice on preparation of the treatment area relative to the two most frequent forms of bed bug extermination.
  - iii. Advice on the proper laundering techniques unique to bed bug elimination in launderable items
  - iv. Any other information that the handler is requested to give or feels necessary to be given relating to the clients' unique situation.
- e) Under no circumstances shall a handler reference, suggest or imply any particular pest control company to mitigate the inspection clients' bed bug problem if found.