

# Code of Practice



The British Association for  
Print and Communication

Our Code of  
Practice for  
Members  
is the  
Customer's  
Guarantee of  
Quality and  
Integrity

- Member companies will provide prices, wherever possible, before commencing work.
- Members will advise of an expected completion date prior to production. Should a member company be unable to meet delivery requirements, the customer will be duly informed.
- Where artwork, typesetting or desktop publishing are required a proof or mock-up will be provided, where appropriate, for customers' approval.
- Should the nature of the work change during any part of the production process, the customer will be given, at that time, an indication of any changes in delivery time or costs.
- BAPC members will take the utmost care when handling or storing customers' property.
- All work will be carried out by an appropriately trained operator.
- All completed work will be carefully wrapped.
- When working to a detailed specification, member firms will ensure that the terms thereof will be faithfully carried out.
- Members will at all time transact business in an ethical honest manner.
- A member firm will ensure that any advertising or promotion of its services is accurate.
- A member firm will display on its premises, wherever practicable, the Association's approval certificate to publicise the observance of the Code of Practice.
- Member firms will advise the customer of any apparent shortcomings which exist in a specification, however no responsibility will be accepted for work which the customer has required to be carried out in direct conflict with the member firms' professional advice.
- Adequate insurance protection in respect of employer's and public liability, together with appropriate insurance in respect of any risk, which may be considered necessary, shall be maintained at all times by member firms.
- Members will comply in all aspects with prevailing Health & Safety legislation in the operation of their business.
- Members will do all in their power to ensure customer satisfaction first time but any complaints will be dealt with in an efficient courteous fashion.
- In the event of a dispute, member companies will abide by any directive issued by the BAPC's arbitration service.



one body for everybody