

Summary of the Code of conduct and Practice

- **General Principles**
- **Conduct:** including appropriate form of address and presentation during working hours.
- **Working hours, allocation of work system checks and route planning:**
- **Documentation and information to debtors:** including identification, Bailiff Certificates, receipts, authority and system updating;
- **Alternatives to Distress:**
- **Visiting the debtors:**
- **Defaults on agreements:**
- **Goods protected from levy:**
- **Fees and Charges:**
- **Removal and Sale of goods:** as a last resort and only on direct instruction from the WWDC officer:
- **Collection of money and calling procedures:**
- **Worksheets, training and return of work:**
- **Health and Safety:**