



**cepa**



**CERTIFIED**<sup>®</sup>



**EN 16636 - CEPA CERTIFIED:  
HERE IS HOW IT WORKS**

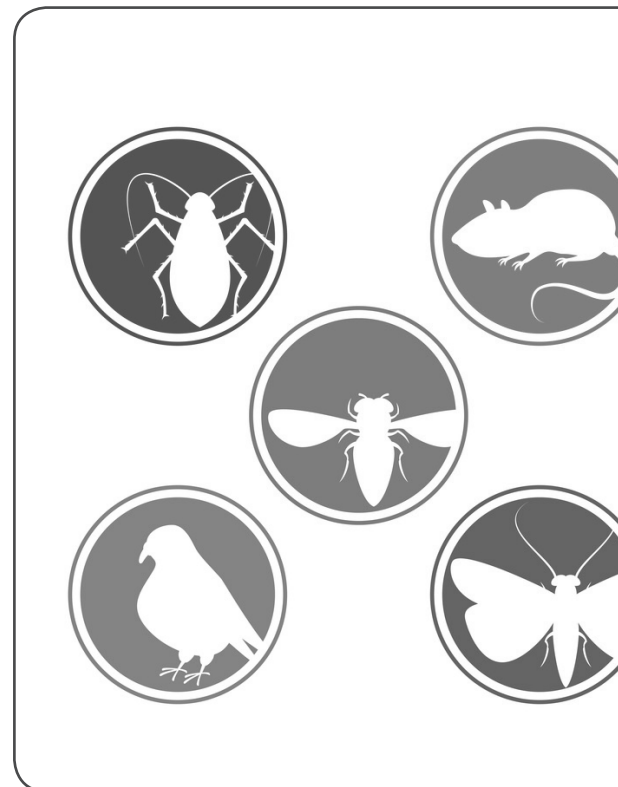
## AT LAST: THE EUROPEAN STANDARD FOR PEST MANAGEMENT HAS ARRIVED

After more than three years of intensive work, the European Committee for Standardization (CEN) introduced the **EN 16636** Standard in March 2015. The standard has been developed for pest management providers in order to drive the professionalization of the sector.

DQS CFS is the **first certification body** to be accredited by CEPA for conducting audits and issuing certificates according to EN 16636.

Certification by DQS CFS as a third party confirms that your company has the necessary expert knowledge to provide professional pest management services and fully meets the requirements of the standard.

This brochure will guide you through the certification process, but if you have any further questions for us, don't hesitate to contact us anytime.



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## CONTENTS

**EN 16636** - The new Standard for Pest Controllers

3

The main **Requirements** of EN 16636 - Process flow

4

The road to **CEPA Certified**<sup>®</sup> certification

5

Five reasons to choose DQS as your certification partner

6

# EN 16636: THE NEW STANDARD FOR PEST MANAGEMENT

## What is the target group of the standard?

The standard is intended for professional providers of pest management services, including assessment, prevention, consultancy and execution of the relevant procedures. It does not apply to field crop protection and routine cleaning and disinfection, carried out by regular contract cleaning services.

## What is the focus of EN 16636?

The standard consists of two components. The first part covers requirements for the process flow of pest management services, the second part outlines a competence matrix for the different positions in the company (e. g. sales, administration, pest control). The purpose of these two components is to ensure the protection of customers, public health and the environment.

## Where can I find the standard?

Since March 2015, EN 16636 has been available in English. Digital and hard copies can be purchased from the BSI online shop. Translations in other European languages are expected to be published in the first half of 2015.

## How does the standard relate to ISO 9001, the international standard for quality management?

Just like ISO 9001, EN 16636 defines requirements on the process flow, in which customer focus and systematically documented processes play a key role. EN 16636, however, is limited to the processes directly related to pest management services.

Due to the common features between the standards, ISO 9001 and EN 16636 can easily be combined. Companies already certified against ISO 9001 will not be facing many substantial additional requirements.

A certified quality management system is not a prerequisite for EN 16636.



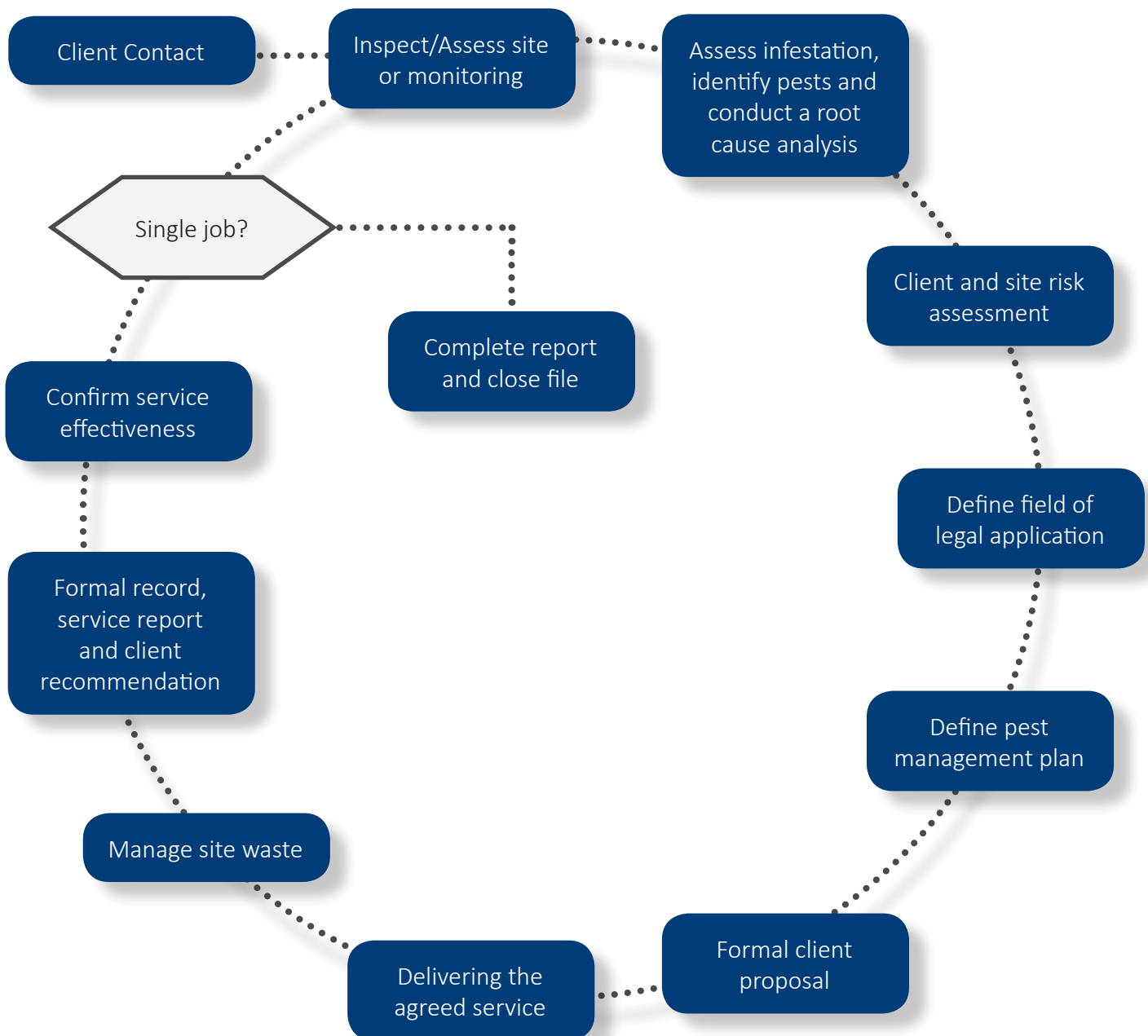
### Benefits of the Implementation

- Standardization of processes
- Prevention of risks and errors
- Optimization of the internal quality control
- Improved documentation processes

### Benefits of Certification

As one of the leading certification bodies for the food and consumer goods industry, DQS enjoys an outstanding reputation among your customers. Our certificates are both a unique selling point and a competitive advantage.

## THE CORE OF THE STANDARD: THE PROCESS FLOW



These steps constitute the core of the EN 16636 standard, providing a standardized process flow from the initial client contact to the closing of the file.

## THE ROAD TO CEPA CERTIFIED® CERTIFICATION

CEPA has developed an optional **self-evaluation** tool to help you achieve conformity with the standard. It can be used before you start the certification process at no cost, allowing you to see if anything needs to be done before you proceed. Simply visit [www.cepa-europe.org](http://www.cepa-europe.org) to find out more.

Once your company is ready, we set the audit date and select an auditor with the necessary experience and competences in pest management.

During the **initial assessment**, we evaluate whether your company meets the requirements of EN 16636. The audit typically takes one day and includes a customer visit.

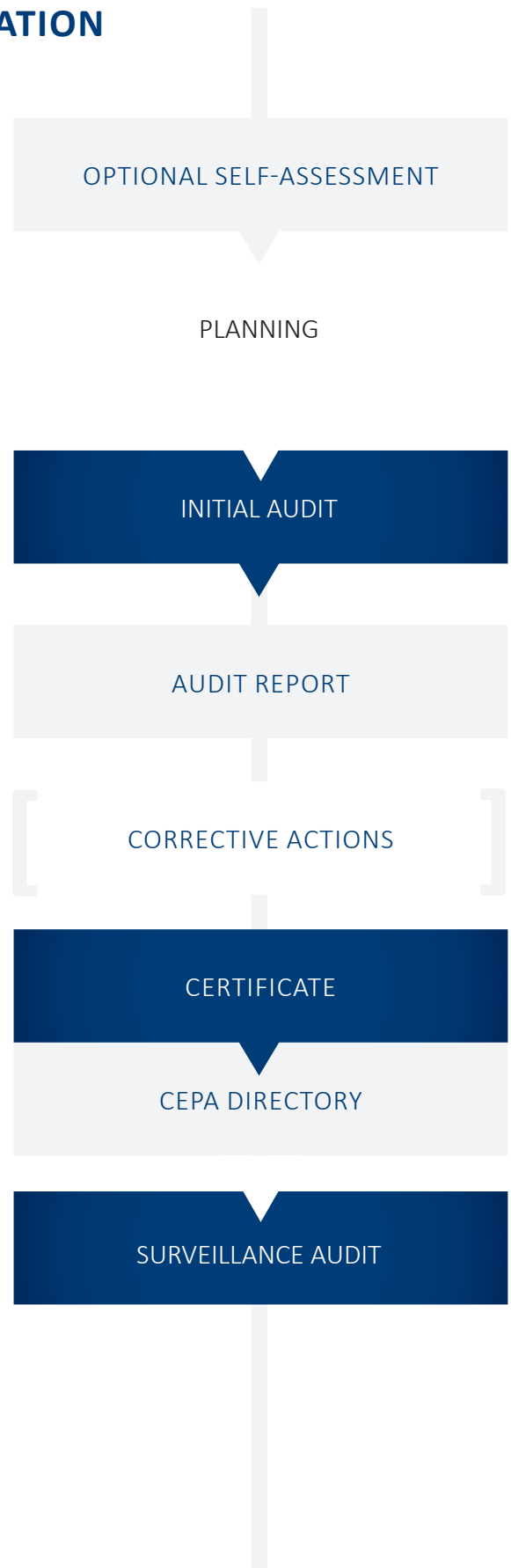
After the audit, you will receive a detailed **report**, outlining our findings and describing potential for improvement.

Should there be any non-conformities, you will have three months time to correct them and implement the appropriate **corrective measures**.

As soon as all non-conformities have been closed, the **CEPA Certificate** will be issued, with a validity of three years. Once issued, the certificate will be uploaded into the **CEPA directory**. This increases your chances of being found by new customers.

In order to maintain the validity of the certificate, a **surveillance audit** is required 18 months after the initial assessment. Here too a detailed audit report is part of our service.

The certificate will expire **three years** after the initial audit. In case you wish to renew the certificate, a new three-year-cycle begins.



## FIVE REASONS TO CHOOSE DQS AS YOUR CERTIFICATION PARTNER

1

### **The Competence of our Auditors**

For EN 16636 audits, we only commission auditors who have years of experience in the field of pest management. This way we can ensure that our auditors understand your business processes and assess the implementation of the standard appropriately.

2

### **Recognition in the Industry**

DQS issues close to 1,000 certificates for the food, packaging and cosmetics industry each year. This means that your clients know our reputation as a competent and trustworthy certification body and understand the value of a DQS certificate.

3

### **Informative Audit Reports**

An intelligently designed audit report is an integral part of our service. Through stringent internal and external quality controls, we ensure that our audit reports are understandable and constructive. We identify blind spots, make suggestions for improvements and provide valuable input for your company.

4

### **30 Years of Experience in Certification**

Auditing is our craft. Since our foundation in 1985, it has been our mission to assess and improve quality management systems and processes, as well as strengthen mutual trust among organizations and their stakeholders through regular independent audits.

5

### **We Support You Every Step of the Way**

From the quotation to the final certificate issue - we support you in each audit phase and are always at your disposal, every step of the way.

## 30 YEARS OF DQS:



**3**

decades of experience

**82**

offices in 66  
countries

**3000**

auditors across the  
globe

**50 000**

certified sites in 130  
countries

**80 000**

assessment days each  
year

## ABOUT DQS CFS

DQS is your partner for all assessment services relating to consumer safety, sustainability and quality management. Besides the certification of management systems, products and services, our portfolio also includes supplier audits, ethical audits as well as inspection and diagnostics.



**OFFICES ALL OVER THE GLOBE**