

# EN 16636 – CEPA CERTIFIED®

European Standard for Professional Pest Management Companies



**BUREAU  
VERITAS**

***Move Forward with Confidence***

# A GLOBAL LEADER

Bureau Veritas is a global leader in Testing, Inspection and Certification. As an independent Certification Body, we provide verification to standard requirements in order to improve your productivity and performance, helping you to reduce your

risks and build a responsible, safe and sustainable pest management business. Our people will apply a tailored and innovative approach, which can be demonstrated to your stakeholders through our esteemed and trusted brand.



## What is BPCA?

The British Pest Control Association (BPCA) is the leading UK Trade Association for public health pest control. The Association represents over 650 members that are made up of servicing companies, consultants, associates, manufacturers and distributors. Being a not-for-profit organisation, the Association acts in the interest of its members and the pest management industry.

BPCA fully supports the introduction of the EN 16636 standard and sees it as a catalyst to providing the industry with a benchmark and drive professionalism within the pest control sector.

## What is BPCAs role with EN 16636?

Bureau Veritas is the certifying body that awards CEPA Certification to pest control companies. As a BPCA member; you'll be provided with support and guidance to help you prepare and pass the audit. Your mentors are also available to answer questions and give advice about the audit process. To speak to a BPCA mentor or to arrange a CEPA Certification audit, contact the BPCA office to be directed to the correct mentor for your region 01332 294 288.



# WHAT DOES IT MEAN TO BE CEPA CERTIFIED®?

---

In March 2015, the European quality standard for pest management services was released. The standard, EN 16636, developed by The Confederation of European Pest Management Associations (CEPA) specifies the requirements for the provision of the effective and economical reduction of damage caused by pests with an aim to protect public health, property and the environment.

Companies who achieve CEPA Certified® status will have been independently assessed by qualified and experienced auditors with an in-depth working knowledge of the industry. Audits will validate practices to a clear professional standard to ensure activities are delivered safely, effectively and within European and national regulations.

Certificates will be issued and company details uploaded onto the CEPA database of certified providers to show competence and a demonstration of conformance to the requirements of EN 16636.

## HOW IS CEPA RELEVANT TO MY BUSINESS?

---

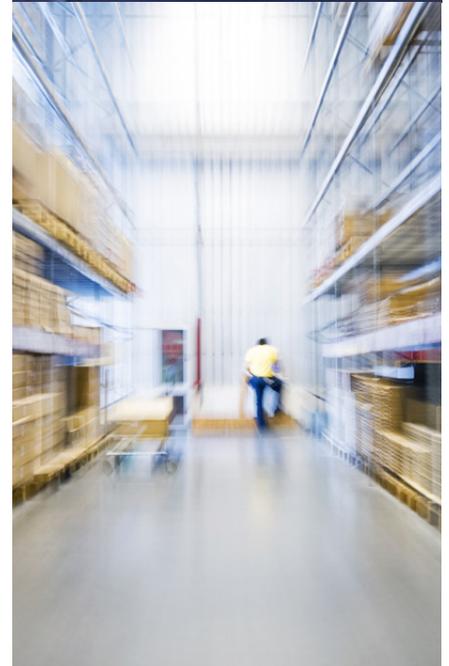
Businesses trading within Europe in the health, food, environmental and hospitality sectors will be able to demonstrate their awareness and commitment to enhancing the quality of the European Pest Management industry.

A business that has achieved CEPA certification demonstrates professional credentials within a competitive market, exercising best working practices and employing a competent workforce with an awareness of legislation, statutory and European requirements.

### Who is the standard for?

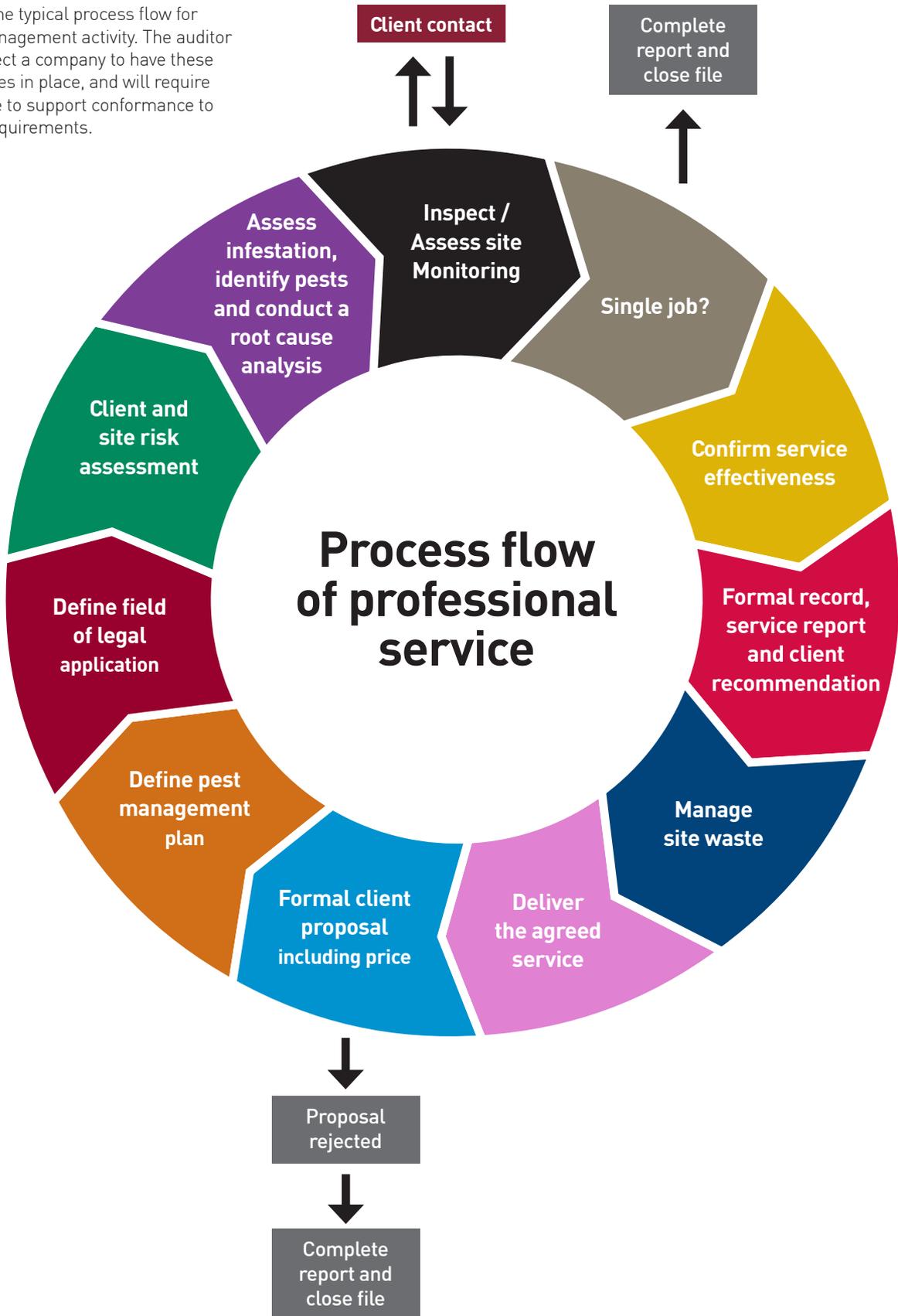
The standard applies to those who have responsibility for delivering pest management services, including the assessment, recommendation and subsequent execution of the defined control and prevention procedures. In essence, if you provide pest control, you should be looking to meet this standard.

Align your ISO management systems to integrate your quality, environmental and health and safety audits with your EN 16636 assessment.



# THE STAGES OF THE EN 16636 PROCESS FLOW

This is the typical process flow for pest management activity. The auditor will expect a company to have these structures in place, and will require evidence to support conformance to these requirements.





# THE BENEFITS OF IMPLEMENTING EN 16636

---



- As the first common standard for pest management operators, certification to EN 16636 demonstrates the professional credentials of an organisation against a European benchmark for pest management
- Achieve 3rd Party independent verification
- Contribute to standardising the public health and food safety industry with verification to an internationally recognised, professional standard
- Build supply chain confidence and enhance your competitive benefit with this recognised mark of quality
- Maintain your certification with regular assessments on an 18 month cycle
- Grow your business with a recognised brand which is setting the level of industry standards

# THE CHARACTERISTICS OF BEING CEPA CERTIFIED®

---



- Customers are assured that pest management companies only use trained and qualified field and back office staff to carry out pest management activities
- Work practices are characterised by integrated pest management with practices for proper waste management and reduced use of biocides
- Top criteria and comparability of service performance and quality levels for selection of a pest management company
- Operators to offer the best available advice and demonstrate best practice methods, risk analysis and root cause analysis to eradicate pest infestations
- Exercise a reliable company structure from working practices, training to ethos and values of the organisation
- Pest management operators who are competent to sell and deliver services and meet the specified minimum standards of knowledge, skill and practical awareness of legislation, EU directives and regulations



# BENEFITS OF CERTIFICATION THROUGH BUREAU VERITAS



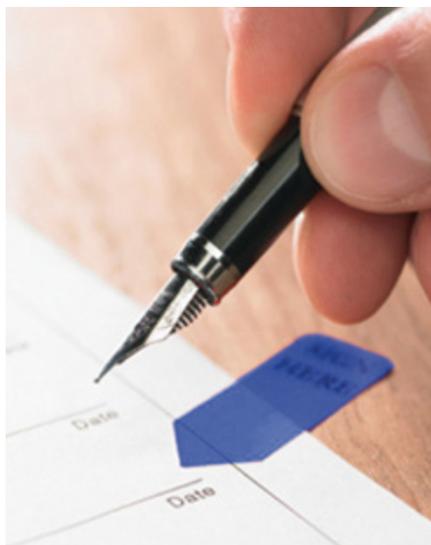
Created in 1828, Bureau Veritas is a global leader in Testing, Inspection and Certification (TIC), delivering high quality services to help clients meet the growing challenges of quality, safety, environmental protection and social responsibility.

As a trusted partner, Bureau Veritas offers innovative solutions that go beyond simple compliance with regulations and standards, reducing risk, improving performance and promoting sustainable development. Bureau Veritas core values include integrity and ethics, impartial counsel and validation, customer focus and safety at work.

Bureau Veritas is recognised and accredited by major national and international organisations.

- We are established within a multitude of industries with an international network and broad service portfolio
- Brand reputation built over 180 years
- Skilled auditing staff with wide range of robust technical knowledge and expertise

## ARE YOU READY FOR CEPA CERTIFIED® CERTIFICATION?



- For more information on your readiness, please contact us or visit [www.bpca.org.uk](http://www.bpca.org.uk). If you're a BPCA member you'll receive FREE support from the BPCA team to get you ready for audit.
- Feel free to take the optional and free self-evaluation assessment developed by CEPA via their website, [www.cepa-europe.org](http://www.cepa-europe.org) to find out more.



# THE PROCESS OF THE AUDIT AND CERTIFICATION

Standard criteria to be assessed by the Certification body to determine audit requirements. The typical duration of an audit shall be one day; certain factors will necessitate an increase in the duration of the audit.

## PREPARATION

## INITIAL AUDIT

Qualified auditors will assess the Pest Management Company for evidence that confirms compliance with the requirements of the standard. Evidence may be in the form of documented procedures and records and shall be assessed by examining equipment, questioning personnel and observing operations.

Non-conformities shall only be raised where there is insufficient evidence to demonstrate conformance to the clause of the standard.

## AUDIT REPORT

## CORRECTIVE ACTION AND IMPROVEMENT

The Pest Management Operator will have three months to respond to any raised non-conformities and to implement the appropriate corrective actions.

Certificates will be issued and uploaded into the CEPA directory. Certification is valid for three years. Use of the CEPA Certified® and Bureau Veritas logo will be granted to certified Pest Management Operators.

## CERTIFICATION AND USE OF LOGO

## CEPA DIRECTORY

CEPA Directory: Promote your professionalism based on the quality of your organisation and raise awareness amongst your customers as a benchmark in the public health industry.

An interim audit shall be conducted on either side of 18 months after the initial assessment.

## SURVEILLANCE AUDIT



# TESTIMONIALS

---

“EN 16636 and CEPA Certified®, the corresponding certification scheme, will create awareness of the value to society that the pest management industry represents in protecting European citizens and the environment in which they live against public health risks.

Furthermore, the CEPA Certified® brand provides pest management professionals with a unique and independent tool to promote their specialised skills based on service and quality rather than on price and is an invaluable benchmark brand to set yourself within the league of the most professional pest control companies in Europe.”

**Roland Higgins, CEPA Director General**

---

“BPCA believes that the audit of its members must be carried out through an independent third party, at low cost and in an accessible format to all servicing companies. We therefore turned to Bureau Veritas whose experience and reputation are universally acknowledged.

Members who have been through the audit process have commented on the rigour and usefulness of the audit – it has made them look at their businesses with a critical eye and helped them to improve their processes.

CEPA Certification gives your business the ability to demonstrate to clients that it meets the international professional standard set down by the sector themselves.”

**Simon Forrester, BPCA Chief Executive**

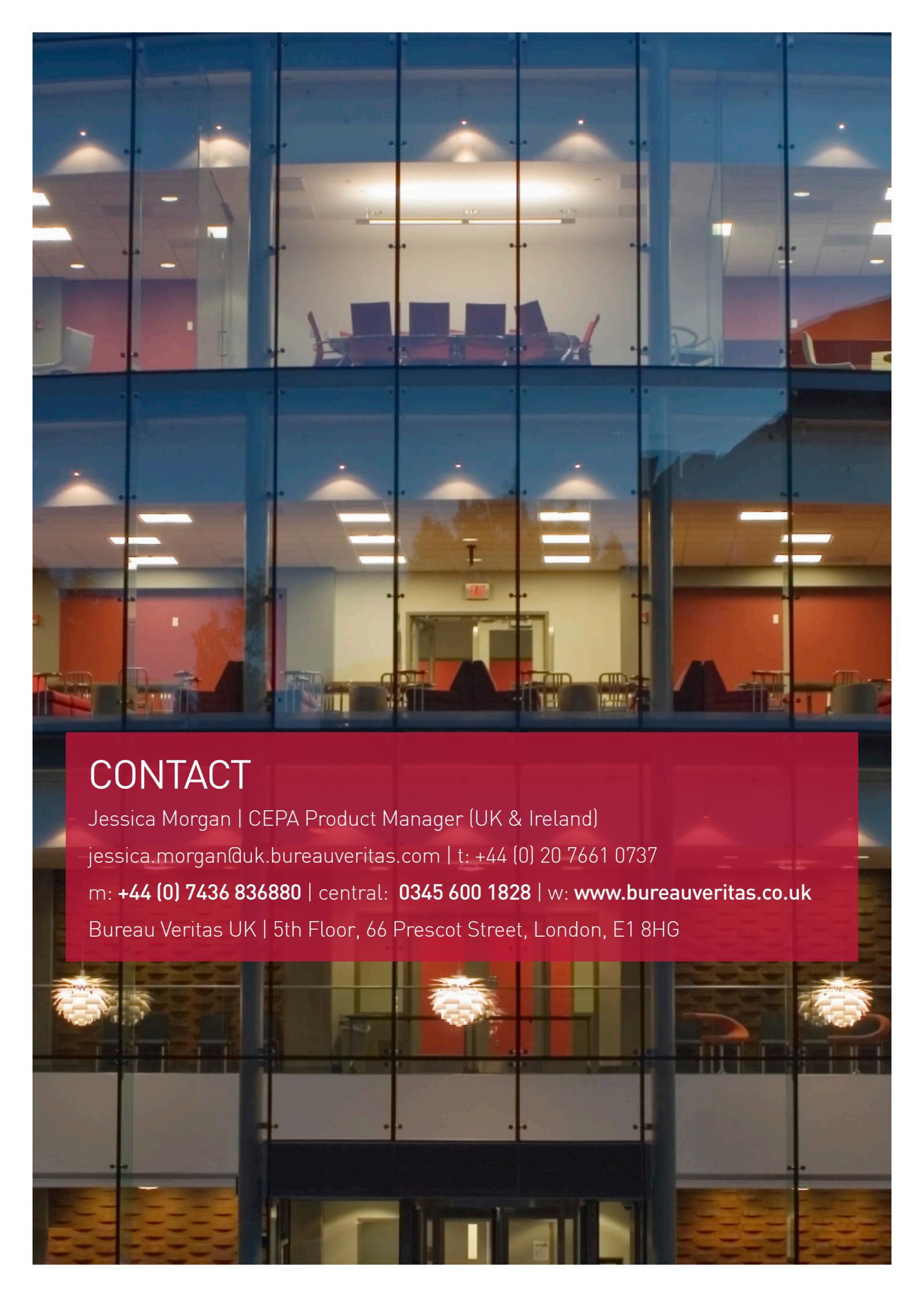
---



Not a BPCA member and would like the benefits listed on page 2, call **01332 225 112** to become a member. [www.bpca.org.uk/join](http://www.bpca.org.uk/join)



Audits will be carried out by auditors with a pest control background, supplied by **Trade Associations Services Ltd**



## CONTACT

Jessica Morgan | CEPA Product Manager (UK & Ireland)

[jessica.morgan@uk.bureauveritas.com](mailto:jessica.morgan@uk.bureauveritas.com) | t: +44 (0) 20 7661 0737

m: **+44 (0) 7436 836880** | central: **0345 600 1828** | w: [www.bureauveritas.co.uk](http://www.bureauveritas.co.uk)

Bureau Veritas UK | 5th Floor, 66 Prescott Street, London, E1 8HG

## Our geographical network



## Global QHSE provider

Established: 1828

Coverage: 140 countries

### Servicing UK clients in:

- Aerospace
- Banking and international finance
- Food supply chain
- Government and public sector
- Marine and shipping
- Metals and minerals
- Nuclear
- Oil and gas
- Pest management
- Power and utilities
- Property
- Refining and processing
- Retail and consumer products supply chain
- Transport and infrastructure
- Renewables



#### Asia-Pacific

- 410 offices and labs
- 23,000 employees



#### Europe, Middle East and Africa

- 670 offices and labs
- 23,600 employees



#### Americas

- 330 offices and labs
- 20,100 employees

## Bureau Veritas – your compliance partner

We serve clients in all industries. The common thread? Innovation, combined with technical expertise and a commitment to service.

To find out how our services in quality, health, safety, environmental protection and social responsibility can help you improve performance across your business, contact us today.



**BUREAU  
VERITAS**

**Move Forward with Confidence**

t: 0345 600 1828 e: [info@uk.bureauveritas.com](mailto:info@uk.bureauveritas.com) w: [www.bureauveritas.co.uk](http://www.bureauveritas.co.uk)