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Pest management services - Requirements and competences

Services de gestion des nuisibles - Exigences et
compétences

Schädlingsbekämpfungsdienstleistungen - Anforderungen
und Kompetenzen

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Foreword

This document (EN 16636:2015) has been prepared by Technical Committee CEN/TC 404 "Project Committee - Services of pest management companies" the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2015, and conflicting national standards shall be withdrawn at the latest by September 2015.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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Introduction

In 2008, the World Health Organisation reported that the last sixty years had brought significant changes in ecology, climate and human behaviour that favoured the development of urban pests (see Bibliography [7]).

The presence of such arthropods, rodents, other vertebrates and micro-organisms in proximity to humans represents a significant hazard for public health. This arises from the possibility that pests can act as physical and mechanical vectors for the introduction and spread of pathogens, diseases and possible allergens into human and animal populations. These organisms can also cause direct and indirect damage to building structures and their contents which can result in significant economic losses for commercial businesses, and households. In addition, they potentially can cause deterioration in the quality of life, including a psychological impact.

Arising from a need to address these concerns, the activities of disinfection and the control of insects, rodents, other vertebrates and any consequential disinfection of micro-organisms have been developed as a service and are referred to collectively as the Pest Management industry.

The provision of pest control services is the subject of a number of EU Directives and Regulations, as well as national regulation.

NOTE 1 These can be accessed on the Eurlex website (see [9]).

NOTE 2 The food industry uses professional pest control services and the providers of the services need to consider the EU Regulations that apply and the types of control systems used in the food sector.

As these directives and regulations are being enacted, it is becoming clear that there is a need to unify and further professionalize the European Pest Management industry. This does not only support the European Commission's goal to open up cross border trading but also serves to protect and reassure purchasers of pest management services that suppliers operate to clear professional standards and thereby act safely, effectively and within appropriate European and national regulations.

Within this context it has been suggested that there is a necessity to develop a single common essential standard throughout Europe, the objective of which is to display to the clients that service providers following this standard, offer a quality which

- is recognized as being truly professional within all Europe;
- will ensure that its operators are competent to sell and deliver the service they are offering by meeting specified and validated minimum standards of knowledge, skill and practical competence;
- will offer the best available advice on how to prevent pest problems in the client's environment;
- will offer effective and efficient service dealing with the root cause of the problem identified;
- will provide a quality service recognized in Europe and will deliver safe services which minimize the risk for clients and the general public, whilst minimizing possible negative impacts on the environment and animal welfare.

The goal of every pest management activity is the effective and economical reduction or elimination of damage caused by pests. The successful achievement of this goal is dependent on a partnership approach between the service provider and the client.

To achieve this goal, the professional service provider conforms to the principles established by the World Health Organization (WHO) in respect of Integrated Pest Management (IPM), which can include a combination of habitat modification, biological control, physical control and chemical control.

Annex D includes an Environmental Checklist.

1 Scope

This European Standard specifies the requirements for pest management services and competences to be met by professional providers of pest management services in order to protect public health, assets and the environment.

This European Standard applies to those who have the responsibility for delivering pest management services including the assessment, recommendation and subsequent execution of the defined control and prevention procedures.

The requirements set out in this standard are designed to apply to any service provider whose activity falls within this scope, namely the targeted field of application of suitable methods against pests.

This European Standard does not apply to delivering services in the area of:

- field crop protection;
- routine cleaning and disinfection associated with regular contract cleaning services.

2 Normative references

Not applicable.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

active substance

substance or a micro-organism that has an action on or against harmful organisms

[SOURCE: Regulation (EU) No 528/2012.]

3.2

administration

person who is part of professional service provider who is in direct contact with client

3.3

animal welfare

minimization of pain, suffering or distress to vertebrate species in compliance with relevant legislation

3.4

asset

anything tangible or intangible that is capable of being owned or controlled to produce value and that is held to have positive economic value and represents value of ownership that can be converted into cash or other human benefits

3.5

awareness

having cognizance (able to take note or identify) that something such as a fact, situation, condition or problem exists and is relevant

3.6

biocidal product

substance or mixture, in the form in which it is supplied to the user, consisting of, containing or generating one or more active substances, with the intention of destroying, deterring, rendering harmless, preventing the

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action of, or otherwise exerting a controlling effect on, any harmful organism by any means other than physical or mechanical action

substance or mixture, generated from substances or mixtures which do not themselves fall under the first paragraph, to be used with the intention of destroying, deterring, rendering harmless, preventing the action of, or otherwise exerting a controlling effect on, any harmful organism by any means other than physical or mechanical action

Note 1 to entry: A treated article that has a primary biocidal function will be considered a biocidal product.

[SOURCE: Regulation (EU) No 528/2012, modified □ for editorial reasons, "any" was deleted at the very beginning of each of the two definitions, the final Note 1 to entry was originally a normal paragraph and the verb "shall" it originally contained was replaced with "will".]

3.7

biological control

use of natural substances or organisms to control and manage pests

EXAMPLE Bacteria, viruses, pheromones, fungi, natural predators.

3.8

chemical control

use of active substances to eliminate, repel or inhibit the development of pests

3.9

competent person

<Pest Management> trained person who has the skill, knowledge, practical competence and responsibility required to deliver professional pest management services

Note 1 to entry: The required competences for each role are specified in Annex A.

3.10

contamination

presence of unwanted extraneous materials or microorganisms

3.11

disinfection

process of destroying, reducing or containing microorganisms

Note 1 to entry: When this is part of a pest management activity or this activity is associated with a pest management measure.

3.12

environment

surroundings (indoor and outdoor) or essential conditions in which an organism (person, animal or plant) lives and operates and which can impact upon its survival, development and growth

3.13

habitat modification

man-made alterations to the dwelling or immediate environment of an organism that impacts on the activity and/or the population of that organism

3.14

health protection

<Pest Management> promoting and protecting health and well-being by minimizing the health impacts of any harmful organisms including pathogens and disease vectors

3.15

integrated pest management

IPM

careful consideration of all available pest control techniques and subsequent integration of appropriate measures that discourage the development of pest populations and keep pesticides and other interventions to levels that are economically justified and reduce or minimize risks to human health and the environment

[SOURCE: FAO]

3.16

material safety data sheet

MSDS

document provided by the manufacturer profiling the hazards associated with a substance or product

Note 1 to entry: See Article 31 of Regulation 1907/2006 for requirements of Safety Data Sheets.

3.17

monitoring

process of maintaining pest specific regular surveillance over an agreed period of time and keeping a systematic record of the progress towards or deviations from a defined level

3.18

non-target species

organism that is not the target of the control

3.19

pest

organism, which is harmful for humans, for humans' activities, assets or products which they use or produce or which is unwanted or harmful to animals or the environment

Note 1 to entry: The grouping of pests is based on their general importance. Depending on the situation individual pest species can belong to more than one group. See Annex C for a list.

3.20

pest infestation

presence of pests or signs of their presence

3.21

pest management

measures of all types which consist of damage assessment, pest infestation assessment, pesticide application, documentation and prevention

3.22

pesticide

plant protection product or biocidal product used for the control of pests

Note 1 to entry: Plant protection product is defined in Regulation (EC) No 1107/2009. Biocidal product is defined in 3.3 and in Regulation (EU) No 528/2012 (Article 3, 1 (a)).

3.23

physical control

managing pests using temperature, sound, electricity, air movement or humidity and mechanical methods such as traps, fences, barriers

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3.24

professional service provider

private or public enterprise, structure or organisation consisting of one or more persons specifically qualified, certified or licensed and regularly trained, working according to a standard in which required levels of knowledge and service approach are prescribed

3.25

professional user

person who is part of Professional Service Provider who is regularly trained and uses/applies pesticides in the course of their activities

EXAMPLE Example of professional user is technician or field agent.

3.26

public health

<Pest Management> protection of humans against the negative influences on health caused by pests

3.27

sales

part of the professional service provider who is in direct contact with the client and able to make a formal pest management proposal for the client

3.28

service provider

private or public enterprise, structure or organisation consisting of one or more persons which provides (pest management) services

[SOURCE: based on CEN Guide 15 definition, adapted to the pest management field.]

3.29

stored product pest

pest which develops in or on stored goods, causing damage making them unfit for consumption, further processing or sale

3.30

technically responsible person

person within a professional service provider who is accountable for assuring the training and competence of professional users and their compliance within the field to the defined service protocols (which include inspection, identification of pests, risk assessment, service planning, evaluation of alternative service approaches, defining the conditions under which control measures are applied and validation of service effectiveness)

4 Professional approach to pest management

The professional service provider shall:

- demonstrate that they have followed a process which is aligned with Figure 1;
- demonstrate that this process is conducted by competent persons fulfilling a role as described in Clause 5 and Annex A who shall implement their knowledge into their recommendations, proposals and daily practices;
- develop and present a pest management plan to the client which is mindful of the declared requirements, impact and risks associated with the individual client's specific environment and which encompasses the processes of prevention and/or control as necessary in order to obtain both adequate sanitary and environmental conditions and to avoid further proliferation of any infestation;

- implement with the client the agreed control processes and shall be able to provide detailed records and evidence of competence of each step within these control processes;
- provide a report on the service conducted and assess to what extent the objectives identified in the pest management plan have been achieved along with any recommendations for actions by the client in order to assure maintenance of a sanitary environment post service.

NOTE It is acknowledged that the way a service is commissioned can vary significantly from service provider to service provider depending upon their business model (e.g. direct sales, web or phone enquiry, call centre, etc.), however regardless of the client enquiry / sales process followed in order to demonstrate that a professional approach has been adopted when considering and creating appropriate recommendations and proposals a professional service provide will complete all the steps in Figure 1.

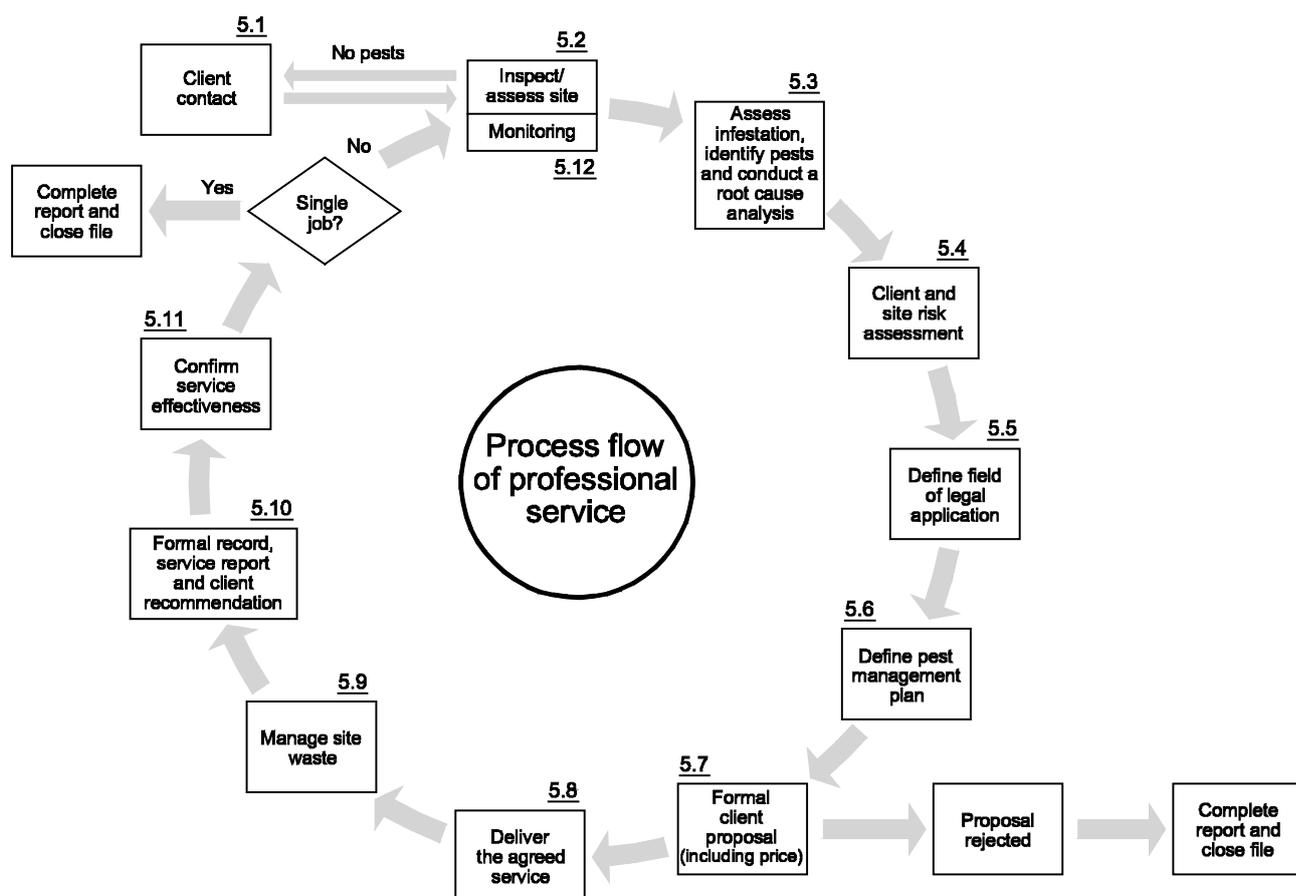


Figure 1 □ Process flow for professional pest management services

5 Process flow of professional service

5.1 Client Contact

The professional service provider shall establish and record the declared requirements of the client taking specific account of any relevant risk factors or client concerns which may impact upon the choice of service to be proposed (e.g. nature of clients business, nature and value of assets impacted, location, etc.).

5.2 Inspect/Assess site

A thorough assessment shall be conducted by a competent person in order to determine whether there is pest activity or whether the potential to support an infestation exists. The results shall be explained to the client

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before any program of intervention is designed or implemented. The assessment shall provide a diagnosis of the situation as requested by the client and shall include:

- the detection and identification of the pest species;
- an assessment of the extent and distribution of their presence;
- an assessment of the local contributory factors which would favour their further proliferation;
- identification of measures required to be taken to mitigate the risks of further proliferation of contamination, infestation or re-infestation;
- review and evaluation of the effectiveness of previous inspections, treatments and interventions.

Where this activity is conducted as part of a regular service contract and where no pest infestation is identified the service activity shall move to monitoring.

The service provider shall record all inspections in accordance with any agreed contract and in compliance with 5.1.

5.3 Assess Infestation, Identify pests and conduct a root cause analysis

When a pest activity is detected, a thorough assessment shall be conducted by a competent person fulfilling a role as defined in Annex A and Clause 6. The results shall be recorded and explained to the client before any program of intervention is designed or implemented; the assessment shall provide a diagnosis of the situation and at a minimum shall include:

- the detection and identification of any pest species as well as an assessment of the extent and distribution of their presence;
- the identification of the potential for, or the presence of, pest species/organisms;
- an assessment of the local contributory factors which would favour their further proliferation;
- the identification of preventive measures, including client corrective actions required to mitigate the risks of further infestation; a distinction shall be made in the recommendations where the client is accountable for taking a corrective action or modifying local practices;
- a review and evaluation of the effectiveness of previous inspections, treatments and interventions. Particular note shall be made and recorded of situations where the client has failed to act upon previous recommendations designated as within their accountability and the potential impact on sustaining the current infestation.

Where the presence of pest organisms is identified, the professional service provider shall make all reasonable endeavours to establish and trace the possible sources of the infestation; these findings shall be taken into account both within any formal recommendations and in design of any preventive and treatment strategies.

5.4 Client and site risk assessment

Business sectors need to comply with varying third party specifications and a professional service provider shall be able to appreciate that these factors contribute to their client's requirements. The service provider shall define their response and recommendations based upon any potential threat to health, assets and the environment identified within the client's own environment.

When considering alternative treatment strategies (see (6) of Annex A) the pest management company or organisation shall consider:

- any implications arising from the requirements of the nature and structure of the premises, environment and location, activities being performed at the site;
- the client's attitude to risk (i.e. the nature of the pest organisms, the likelihood of presence and/or proliferation and a realistic assessment of the potential consequences any such presence would have on the client);
- potential impact of the intervention on the environment and non-target species.

5.5 Define field of legal application

The technically responsible person shall establish formally which regulations are applicable and then select an appropriate control strategy to be included in the pest management plan for the client.

NOTE Different control scenarios are subject to different European regulations (see Annex B).

5.6 Define pest management plan

Following the fulfilment of the requirements in 5.1 to 5.5 the professional service provider shall propose a pest management plan. The plan shall define the appropriate strategy, a timetable of actions and take into account the type of client / industry and any relevant local site factors.

In addition the client shall be advised of any area or practice of their operation that could impact on the proposed strategy. Likely scenarios could include the following:

- a) during the assessment of the site, no presence of pests was found and the internal environment was correct (i.e. the conditions are not favourable for the proliferation of pests). Periodic monitoring shall be continued in order that the results of the diagnosis are maintained;
- b) during the assessment of the site, no presence of pests was found, but the internal or local external environment is such that it could possibly facilitate establishment of an infestation. The professional service provider shall consider and advise on:
 - 1) methods concerning the structure and construction;
 - 2) the prevailing hygiene/sanitary conditions and environment;
 - 3) actions to train and develop client's behaviour or practices;
 - 4) direct control methods over pests in the immediate external vicinity.
- c) during the assessment of the site, the presence of pests was found. The activities indicated in point b above shall be used, and in addition, methods of direct control over the pest within the interior of the site.

When defining appropriate methods of control, the principles of integrated pest management shall be followed and include consideration of the following strategies or rational combinations thereof as appropriate for each pest species identified:

- habitat modification;
- biological control;
- physical control;
- chemical control.

When selecting the control methods consideration shall be given to:

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- risk to local environment;
- potential to contaminate environmental compartments e.g. agricultural soil or surface waters;
- potential for primary and secondary poisoning of non-target animals.

5.7 Formal client proposal

In cases where the original sales process did not involve a direct visit to site, the service provider shall verify any pre-information before proceeding with service. The professional service provider shall present the most relevant findings of 5.2 to 5.6 in a logical and sequential way to the client and shall detail the logic on which the proposed pest control service strategy is based. It shall comprise, as appropriate, the following elements:

- a) risk of infestation on the site (existence and likelihood of access);
- b) identification and information on the species of arthropods, rodents and other vertebrates that have been detected in the survey;
- c) likely origin of the stated species and location within the site;
- d) assessment of the level of contamination/pest infestation and the extent to which it is distributed across the client site;
- e) advice to the client of the potential risks associated with the presence of the infestation;
- f) factors that influence the access or proliferation of the pests including local site conditions, structures, sanitary hygiene, work practices; this ensures correct information is provided to the owner of the site;
- g) a description of the proposed control strategy and details of the methods of intervention, including, where needed, additional steps to restore sanitary conditions on site;
- h) a description of the proposed preventive strategy, with details of the methods and client's responsibility for follow-up the respective duties according to service provider recommendations;
- i) where necessary, an assessment of the need to obtain external assistance (for example: requirement for municipal services to access an external sewer);
- j) a risk assessment of the implications of the treatment strategy and how this will be deployed;
- k) other information of technical interest that is relevant to specify the situation at this stage, to determine any urgent environmental correction measures, technical control operations with reference to future actions, including preventive actions, to be conducted by the client or service provider;
- l) a quotation for the client to sign his acceptance and approval to proceed.

The professional service provider shall record and present items b), g), k) and l) in writing and, as appropriate, should record and present the other items.

In cases where there is no ongoing contract and the service requested by the client is not recurring the requirement for a formal document may be limited to g) and l).

In the case that following an exchange of information between the service provider and the client and where no contract is agreed the service provider may not provide the formal proposal.

The formal client proposal shall include provision to follow up to ensure the service has been effective and that there is no further treatment is required.

5.8 Deliver the agreed service

The professional service provider shall deliver service as follows:

- selecting the appropriate method of control including any active ingredient and formulation where required (always following the label required);
- using a suitable method of application;
- correct storage and transportation.

5.9 Manage site waste

The professional service provider shall manage and dispose of waste safely and in a manner that will avoid adverse impacts on the environment, people and non-target species. The service provider shall act in accordance with relevant local and European legislation and codes of practice.

NOTE For the purposes of this standard waste includes animal carcasses, bird excrement, materials and equipment that have no useful purpose and require disposal (to include but not restricted to spent baits, traps, pesticide containers, packaging and light bulbs).

5.10 Formal record, service report and client recommendation

5.10.1 Internal record

The professional service provider shall retain on file a record of the pest management plan and service delivered which shall include (see 5.1), but is not limited to the following:

- client name and address serviced;
- date, time and type of service delivered;
- name of the product employed, the quantity used, the method and area of application;
- details of any corrective/preventive actions recommended to the client;
- details on progress (or otherwise) of any previous recommendations made to the client;
- identification of the professional user.

5.10.2 Service report and recommendation

The professional service provider shall issue a report to the client at agreed intervals. The report shall include but is not limited to the following:

- identification of the service provider;
- client name and address;
- confirmation that the agreed service has been completed and reports any deviation;
- date, time and type of service delivered, including a record of the products used and area of the application;
- any recommendations of actions to be taken by the client to prevent recurrence
- re-entry period into the treated area, if applicable.

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5.11 Confirm service effectiveness

The professional service provider shall demonstrate service effectiveness by confirming that the results achieved are in accordance with the objectives in the plan agreed with the client. This may also include additional recommendations for actions to be completed by the clients or the professional service provider.

Following the successful completion of the service the file is closed for single jobs or moved into monitoring or regular service contracts.

5.12 Monitoring

For regular service contracts, the professional service provider shall define and recommend to the client an appropriate frequency of surveillance visits (see 5.6) which assures the protection of the client's assets.

The professional service provider shall record the outcome of each visit and, where evidence of pest activity is discovered, propose suitable interventions in accordance with the process flow of professional services.

6 Competence and requirements

6.1 Competence

6.1.1 As a general requirement, personnel having the roles identified in Annex A shall be able to demonstrate sufficient competence in literacy and numeracy to enable them to be able to fulfil their responsibilities including reading, writing, calculating and communicating verbally with clients and being able to interpret client requirements and technical requirements specified in labels, MSDS sheets and service protocols.

Annex A provides details of the competencies necessary for each role in a professional service provider.

6.1.2 The professional service provider shall have in its permanent staff (i.e. not occasional), a technically responsible person with accountability for supervising the attainment and maintenance of practical and theoretical knowledge along with the necessary technical skills for the performance of pest control activities and their verification within the company.

6.1.3 The professional service provider shall ensure that the training activities and professional experience are documented and updated continually in order to demonstrate the adequacy of its competence in terms of the range of pests serviced and the methods of pest management used. This document shall be available upon request.

6.1.4 Prior to commencing delivery of any service in their sector, staff shall participate in specific training and qualifying courses which include a final formal evaluation to verify their comprehension and achievement of competence levels described in Annex A.

6.1.5 Where staff undergo training to fulfil one of the roles described in Annex A, a training log shall be maintained to show what training has been completed and the results of the assessment of competence. The record shall be retained in the staff training records.

6.1.6 The professional service provider shall ensure that people who are in training to fulfil a role defined within Annex A shall work under direct supervision of the technically responsible person or the designated competent person.

6.1.7 Staff shall have knowledge of the impact of available strategies on target and non-target species.

6.1.8 The professional service provider shall ensure that the knowledge and skills of their staff continues to be current and of relevance, by establishing a system of continuing professional development and training for the technically responsible person and each professional user. This update shall be taken when it is considered necessary by the technically responsible person and shall be reviewed at least every three years.