

# Example of magazine & newsletter articles announcing members of CEPA Certification

## BPCA AUDIT CHANGE

From 1 January 2016 all BPCA Servicing Company Members will be audited against the European Standard for Pest Management Services EN16636. Following unanimous support for the proposal at the Servicing Committee, BPCA has worked with Bureau Veritas, a global certifying body to bring in an independent audit of every member company, every 18 months. We will be the first pest control association in the world to do this.

This will mean that from next year, all paid-up members can say they are 'working towards EN16636' with the backing of both BPCA and an international certification organisation. Once audited, you can tell the world your company has been audited against

the Standard – a powerful message to clients, putting your business on a level playing field with global pest management companies.

And the cost of this independent audit? Nothing. All BPCA Servicing Members will receive a free pre-audit assessment to help them achieve the audit, then their first day of audit will be paid for, along with the half-day interim audit after 18 months.

The other bonus is, if your business is then asked by a client for an EN16636

certificate, you can simply pay one fee and get yours by post – no need to re-sit another audit! Those wishing to be audited in the first round should complete their annual return form as soon as possible.



Criteria change announced by email and in PPC magazine. (PPC81)

# PestEx seminar programme



Technical theatre Wednesday 10 March

## 3.00PM Fumigation solutions and the BPCA's member network

Chairman of BPCA's Fumigation and Controlled Environments (FACE) Forum Martin Cobbald will be speaking on the benefits of having fumigation solutions integrated into pest control contracts.

There is a great opportunity for pest controllers to use the expertise of BPCA Member fumigation companies – an opportunity that can be explained to gain the competitive edge on non-member pest controllers.

**Speaker:** Martin Cobbald, BPCA FACE Forum

## 4.00PM Fly control in animal production

Flies in animal production (pigs, poultry, cattle, and dairy) are seriously affecting the performance of the animals. They are not only a nuisance but also transmit more than 65 diseases to the animals and human beings working on the farms and its environs. The biggest damage is caused by the housefly (*Musca domestica*) but also the

## 12.00PM CEPA certification - the European standard for professional pest management services

The launch of the CEPA Certified\* standard gives every pest control companies across Europe the chance to be benchmarked. Find out what the audit involves, who carries it out (and how), and pick up valuable resources to help your business meet the criteria first time. Featuring:

- A case study of a pest control company that has gone through the audit process themselves, demonstrating the value to its business
- A certifying body that carries out audits to the CEPA Certified\* standard (EN 16636)
- The work that CEPA is doing with clients across Europe to embed the standard into specifications.

**Speaker:** Chris Suter, Independent Consultant and Member of CEN Committee

## Benchmark your business: get **CEPA Certified**<sup>®</sup>

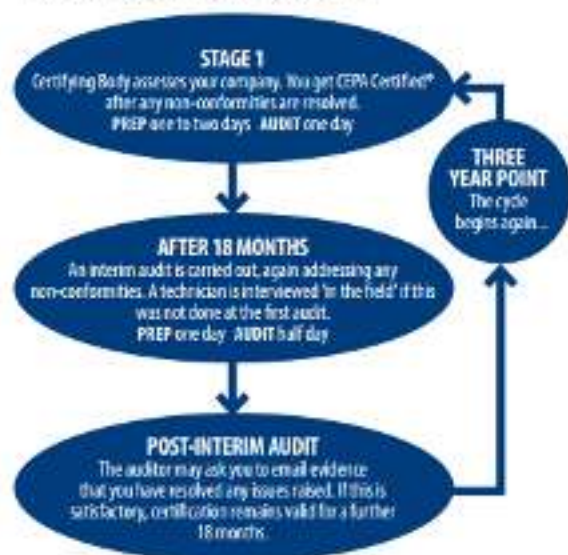
CEPA Certified<sup>®</sup> is a new standard for professional pest management companies in Europe. CEPA Certified<sup>®</sup> is underpinned by a European standard, EN 16696 (the 'CEN Standard') which was developed by our industry to help benchmark quality companies, whatever their size and wherever they work. CEPA Certified<sup>®</sup> provides an independent assessment of your business against the standard, a bit like an ISO. This carries a lot of weight with clients, just like membership of BPCA.

### So how do I achieve the standard?

The good news is that if you're operating at the level of a BPCA Member company (whether you are a member or not), you're already most of the way there. Firstly, use the toolbox (see page 30) to measure your company, and fill in any gaps with the help of your trade association. BPCA has files on the website on what documentation your business needs to do to achieve the standard.

Then, when you feel confident, contact a Certifying Body in your country (see [www.cepa-europe.org](http://www.cepa-europe.org) for details of those operating in the UK) to arrange for the initial audit visit.

### The CEPA Certified<sup>®</sup> process



### What's involved in the audit?

Peter Davison of Bureau Veritas, a UK Certifying body says, "You will have to do some leg work in advance – you want to achieve the standard required straight away to keep costs down. I'd recommend you speak to your trade association for their help first, and when you're ready, book the audit. The auditor will ask for information in advance, and will arrange a date to visit you. When on site, they will ask a series of questions to obtain proof you meet each section of the standard. Written or visual evidence is key to meeting an auditor's needs – they need to see proof that you are doing what it says in the standard." Mr

BPCA Chief Executive Simon Forrester explains the CEPA Certified<sup>®</sup> Scheme, how to achieve it, and the benefit to your business.

Davison also points out that, "The audit is conducted in a non-confrontational manner – the auditor will have a chat with you to find out how you measure up, and don't worry – if they find something amiss, BPCA can help you put it right."

### Who are the auditors?

So far two certification bodies have been approved by CEPA to perform certification audits in the UK. Dr. Thijs Willaert of the international certification body DQS explains how certification bodies and auditors were chosen: "CEPA has created an application procedure for certification companies. Applicants need to provide evidence of accreditation by a third party and have to provide proof that their auditors have some familiarity with pest management, and must be trained and competent in auditing against the standard."

Dr. Willaert continues, "At DQS, we choose to only work with experienced pest management experts, while making sure that the auditors are absolutely independent and objective. We never use auditors who are pest management providers themselves, given that this would be a conflict of interest."

### What is the value of the standard to my business?

There will be lots of reasons why you might want to go through the process.

- Improved image with clients: they will value the CEPA Certified<sup>®</sup> Status.
- Means to promote the professionalisation of your business based on service and quality rather than on lowest price.
- Better service quality: the standard is designed to help your business improve.
- A unique and independent benchmark of your company's professionalism compared to your competition.
- Raised awareness among your customers that our industry plays a major role in public health.

### What use is the standard if nobody asks for it?

The key success factor is for both pest control companies and clients to take up the standard. There are already a lot of pest controllers across Europe who want to be certified quickly. Early adopters will also benefit from the PR associated with being among the first. BPCA's own research shows that around 80% of companies want to sign up as long as the price is right.

CEPA and its National Association Members (e.g. BPCA) are lobbying clients to ensure they are aware of CEPA Certified<sup>®</sup> and what the standard means. CEPA Director General Roland Higgins said, "We will be lobbying regulators, clients and others to embed the standard into their specifications. Our Global Summit event in June is the perfect opportunity to convince pest control customers of the need to use CEPA Certified<sup>®</sup> in their tenders."

BPCA will be sending out a special issue of *alexo* magazine in late May to help spread the message to over 4,000 UK clients, then follow up at client trade shows and events such as the SOFHT Conference on Pest Control in July (see page 3), and in client trade publications.

*(Continued over...)*

## CEPA Certified® Toolbox

Read each statement and decide which column aligns most closely with what happens in your company		A YES	B NO	C DON'T KNOW
1	We have an experienced and permanent member of staff on the management team who is both theoretically and practically competent, qualified as a pest manager, and is accountable formally for supervising the adoption, attainment, maintenance and verification of professional skills and operating practices across the company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	All of our service technicians / professional users are both sufficiently fluent in the local national language and possess sufficient literacy and numeracy to be able to fulfil their responsibilities including reading, writing, calculating and communicating verbally with clients to interpret their requirements and the technical requirements specified in labels, MSDS sheets and service protocols.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	All of our staff who have direct contact with customers at their sites have been trained and certified as competent to sell and deliver the services they are offering by virtue of them meeting Nationally specified and validated minimum standards of knowledge, skill & practical competence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	We routinely identify all of the potential risk factors specific to a client's site or industry along with the potential consequences of an infestation. We discuss these with the client in order to establish the client's requirements, attitudes and expectations before proposing a course of action and only commence work having received formal approval from the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	We document every visit to a customer's site and keep records of: <ul style="list-style-type: none"> <li>• The level and nature of any infestation</li> <li>• The observations on local environmental conditions which may sustain or encourage pest activity</li> <li>• The details of any interventions made (including location and use of any biocides etc.)</li> <li>• Any recommendations made to / for the customer to take as personal actions in order to mitigate any risk of further propagation of an infestation.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	We routinely assess, report and discuss the outcomes of our service visits with the client, draw specific attention to the effectiveness (or otherwise) of current actions, risks arising and present any recommendations for required interventions by the client or pest management company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Any member of staff that has direct contact with customers understands, and can explain not only that different regulations can apply to different client circumstances but also which interventions are lawful and can be employed under each of these situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	We routinely conduct a formal process where we assess, identify and record any risks that are at the customer's location which may pose a threat to our operators, other bystanders or emerge as a result of the interventions being proposed. We will routinely consider, communicate and take action to mitigate these to an acceptable level as part of our service approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	We always create and submit a tailored plan for each customer; when creating the plan we consider and discuss habitat management, biological methods, physical methods and finally chemical methods, selecting the intervention with the least environmental impact to satisfy the requirements of the customer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	At least once per year, we assess and record formally that the professional competence (knowledge, skill and experience) and continued professional development of each of our front line staff complies with the accepted minimum requirements within our industry. Where there is evidence of a shortfall, we are able to demonstrate that corrective intervention has been made successfully.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	We routinely collect the waste (e.g. animal carcasses, bird excrement, spent baits, traps, pesticide containers, packaging and light bulbs etc.) which arises from the provision of our services and can demonstrate this is disposed of safely and in accordance with the relevant local and European legislation and codes of practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Interpretation

### What will this actually cost me?

Well, it depends on many factors including the size of your company, who's carrying out the audit, and of course whether you're a BPCA Member (we're the only UK trade body in CEPA membership, so only our members will receive a discounted certification). BPCA is of course doing our best to bring the cost down even further for our membership. We believe that for a small BPCA member company, they can be audited for around £900 for the three year cycle (£300 per year) – though that figure is currently an estimate. Nor does it include the time the company takes to prepare for or go through the audit, which we estimate at around two days a year for a typical business.

CEPA believes the cost is swiftly recoupable on jobs where CEPA Certified\* is part of the tendering process, and by going over how your business operates, you'll achieve cost savings and improved efficiency too.

In summary, this standard is not just a certificate on the wall – it's a cycle of improvement and an independent audit of your practices. You can use it to 'sell' your business to clients, charge more for your services, and win work that would otherwise be closed to you.

[www.cepa-europe.org](http://www.cepa-europe.org)

### Mostly column A

You appear to be ticking the boxes of those requirements that are absolutely critical to achieving certification. The foundations to achieve certification seem to be in place but to meet professional certification level you will need to be confident that you can provide the evidence to an auditor for the questions you answered 'yes' to. The devil is, however, always in the detail and you should perhaps discuss an assessment via BPCA to develop a more detailed gap analysis. Alternatively, if you are really feeling confident, then you could approach your local Certification Body (see the [www.cepa-europe.org](http://www.cepa-europe.org)) and ask them to conduct a preliminary assessment.

### Mostly columns B or C

You still have some work to do if you want to become a certified CEPA professional organisation. Take a look at which categories you are not complying with and seek help from your Association to create an action plan to achieve the standard.



# SUMMIT FOR SUCCESS

Dee Ward-Thompson attended the first global pest management summit, and sent back this report.



GLOBAL SUMMIT OF  
PEST MANAGEMENT SERVICES  
FOR PESTMAN • INTCV • IAGG • IAGG • IAGG

The First Global Summit of Pest Management Services was a great success.

Organised jointly by The National Pest Management Association (NPMA) and The Confederation of European Pest Management (CEPA), the event brought together leading food industry and auditing bodies along with the pest control industry to discuss and debate emerging issues.

Both organisations have existed for many years with NPMA being the oldest, formed in 1933. In their introduction, both Ireland Higgins (CEPA Director General) and Bob Rosenberg (NPMA CEO) acknowledged that the relationship between the two organisations had been frosty at times and they often viewed each other with some level of suspicion. However, both organisations now recognise that globalisation of the food industry necessitates a global approach to pest management, and they expressed their enthusiasm for this new development.

Over 200 delegates attended, representing over 30 countries, and the summit was action-packed with two intensive days of presentations and debates covering requirements and practices across Europe and the USA. Speakers from around the globe covered a range of topics including risk mitigation in food facilities and the influence of third party pest management standards.

The food industry representatives were honest and open when detailing their expectations of the pest management industry and welcomed the EN16636 European Standard for Pest Management Standard and CEPA Certified\*. Representatives of the leading food safety audit schemes discussed the trends and audit shortfalls, and showed a keen interest in the certification of the pest control industry and expressed their clear support of standardisation.

The theme of the two days was very clear with each speaker expressing the importance of integrated pest management (IPM) and the role it will play in the future. The focus on the need for risk-based pest control showed just how on board the food industry is and how it fully supports the need for change. For many years I have spoken of how successful pest management relies on an open and honest partnership between the client and contractor, and that successful programmes are those that have a pro-active approach. So it was very refreshing to hear the same message from a wide range of different organisations from along the supply chain. They all showed support for the European standard EN16636 and saw this as the first step in moving towards a standard level of pest control that is delivered across Europe.

Dr Ferenc Varga representing Neatle challenged the pest control industry by stating, "You do not have a brand," and going on to explain how frustrating it can be when, as a customer, you are trying to get the same basic level of service across a multitude of sites. He stated, "When you can buy the same standard of products all over the world, why can't I expect the same level of pest control?" Food for thought indeed.

While it is more difficult to achieve the same standard from every company, due to the human element which manufacturing does not have to contend with, the audience recognised that being seen without a brand identity could have a detrimental effect on our industry – an issue has taken up by CEPA and NPMA.

Another clear message was the growing need for risk based pest control programmes. The UK pest control industry has to change if we are to keep up with global standards and join in the move towards risk based pest control programmes – something that is in



If you'd like to be among the first companies to achieve the CEPA Certified® standard, visit [www.cepa-europe.org](http://www.cepa-europe.org). See also the related article in PPC issue 79.

place already in other countries. We need to move away from the 'one size fits all' approach and work with our clients to ensure we deliver the right solution that has the least impact on the environment. Sound familiar? This is IPM by another name. The food industry is behind this approach and your customers may already be asking for this type of pest control programme. While this is nothing new, we all know we should base our pest control on the risks that the site has – but we do not, as routine, document this process. Evaluate your documentation and start to build this process into your surveys – stay ahead of the game and be ready for the future.

One interesting fact that I found shocking was made by Dr Bob Strong, senior food safety consultant for SAI Global. During his presentation he stated that one in seven people in the USA falls sick each year due to food safety related issues – this is what lies behind the new US approach to food safety enforcement. If you have just gotten to grips with what HACCP means, then do not read any further. The US has a version called HARPC (Hazard Analysis and Risk-based Preventative Controls), and the new US Food Safety Modernisation Act (FSMA) has been built around this. While I'm sure we do not have statistics as worryingly high as those reported by Dr Strong, it shows the way that the food industry is changing and how our focus needs to be geared to risk-based management. Having worked in both the food industry and the pest control service industry for over 20 years now this is music to my ears.

The most concerning presentation, although the most interesting for me by far, was Professor Philippe Bernys of VetAgroSup Veterinary Campus of Lyon. Prof Bernys was a captivating speaker, his presentation was based on a report that has

been submitted to the EU concerning the risk mitigation measures relating to anticoagulant rodenticides.

He stressed that the threat to this group of products is still very real. Separate to the current recognised impacts they can have through secondary poisoning is the question of whether they should be classed reprotoxic (toxic to reproduction). He described how difficult this would be to determine considering it is a product that is designed to kill. However, if it was decided that they are to be classed as reprotoxic, then where would that leave us? Probably the products would disappear.

And even if they were not totally banned from use but were allowed to be used under strict guidance, would you want to use them? The long-term risk of being sued by employees, customers etc. would probably outweigh the benefit to using ARs. This could have a major impact on the pest control industry but maybe it's not all bad news. Would amateurs want to use a product like this? Personally I don't think so. Whatever happens, all of the training and qualifications you have done will put you in a great place – as BPCA Members you will be ready to adapt.

The European EN16636 and CEPA Certified® is obviously not a silver bullet for perfect pest control every time, but the message that came out of the summit was very clear that the move to standardisation is not only encouraged but welcomed by the food industry, auditors, regulators and the pesticide manufacturers. The UK has a chance to be part of this evolution so let's not get left behind.

[www.cepa-europe.org](http://www.cepa-europe.org)



The National Pest Management Association (NPMA), a non-profit organization with more than 7,000 members, was established in 1933 to support the pest management industry's commitment to the protection of public health, food and property.



The Confederation of European Pest Management Associations (CEPA) is a not-for-profit based in Brussels and represents the European professional pest management industry. It unites and federates 24 national associations as well as associates from international pest management servicing companies, manufacturers and distributors.

Take your company to the next level with our member benefits...

 <p>Use of the Association logo</p>	 <p>CPD opportunities and discounted training</p>	 <p>Technical support</p>	 <p>Business promotion through BPCA</p>
 <p>Referrals from consumer searches</p>	 <p>BusinessShield support when needed</p>	 <p>Influencing via committee meetings</p>	 <p>Lobbying to represent your interests</p>
 <p>Additional Chas accreditation</p>	 <p>Help to get CEPA Certified®</p>	 <p>News and industry updates</p>	 <p>A dedicated Members Area in our website</p>

**CEPA Certified help added as a member benefit on the BPCA website.**

**SF** What about ISO / EN / HACCP and other standards – are they causing crisis?

**LJ** These terms can regularly form part of tenders. That is a role for the future for us all, to educate the consumer to make them understand what these terms actually mean. That is where the Association has a key role, whether it's through BPCA or CEPA to clearly set out what a company that has accreditation 'x' has achieved, what it actually means.

**MW** I can see a lot of need for BPCA members to be going along the lines of CEPA Certified because you can see it just dropping into tenders or local government requirements. I think it's going to have more ramifications for our members than they might think.

**An interview with several BPCA board members**

*“The European benchmark of quality pest management – how does your business measure up?”*



Would you like your company to be one of the first in Europe to gain CEPA Certified® status, a unique and new mark of professionalism in the service business?

Being CEPA Certified® will give your business:

- Improved image with clients: they will value CEPA Certified® status
- Means to promote the professionalism of your business based on service and quality rather than on price
- Better service quality: the standard is designed to help your business improve
- A unique and independent benchmark of your company's professionalism compared to your competition
- Raised awareness among your customers that our industry plays a major role in public health.

In collaboration with BPCA and other European pest management associations, CEPA is creating a network of professional pest management companies across Europe that can demonstrate their competence to clients.

We will also be targeting clients to encourage them to only specify CEPA Certified® companies. This will provide competitive advantage over those companies who do not have the standard. It will also help to avoid government regulation of our sector in which we have had no part: it is a way for us to control our own destiny.

CEPA has developed a self-evaluation tool to help you achieve 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. To find out more visit [www.cepa-europe.org](http://www.cepa-europe.org)

By achieving CEPA Certified® status you will quickly receive a significant return on investment, and be helping to promote the professionalism of our sector to clients.



## »»» Your next actions

- Assess your company against the standard for free on the CEPA website, and address any non-conformities – your trade association can help
- Then apply for CEPA Certified® status via an accredited certifying body – for the UK contact BPCA's Dee Ward-Thompson on 07590 712094 or [dee@bpca.org.uk](mailto:dee@bpca.org.uk)
- Once you are certified get your free listing in the CEPA Certified® operator directory.

The CEPA Certified® certification programme will help your company rise above its competitors, getting more business based on service excellence and quality, and CEPA and BPCA are here to help you achieve this standard.

**We look forward to hearing from you.**

### DO YOU BUY PEST MANAGEMENT SERVICES?

Find out how a CEPA Certified® 'Pest Management Professional' company can help reduce your risk and aid compliance with a range of common specifications – visit [www.cepa-europe.org](http://www.cepa-europe.org)



[www.cepa-europe.org](http://www.cepa-europe.org)



## New TAS auditors

Trade Associations Services Ltd (TAS) has been contracted to audit BPCA Members against the new EN16636 Standard by Bureau Veritas. Here's your chance to meet the auditors:



### Charlie Coldwell

Charlie has nearly a decade of practical experience within the pest control industry. His passion for the industry inspired the transfer into the auditing role with TAS. The inspiration behind this choice was to ensure a professional level of service is conducted in the industry. He has experienced a large amount of diversity in each company in which he was employed. With great determination he hopes to help companies achieve success.

### Jane Fearn-Daglish

"As a child I never had to sit my parents down and say 'Mum, Dad I think I want to

work in pest control' yet, having been in the industry for almost ten years, I wish I had!" Pest control may not have been an aspiration for the young Jane Fearn-Daglish, however it is now her life. She graduated from Nottingham Trent University with a degree in environmental health before becoming a biologist with a national pest control company. "I have a history of training, support and auditing both within and outside of the industry which gives me a sound basis to now audit against EN16636. In my spare time I like to watch ants - does that make me weird?"



## Bureau Veritas webinar now available



In February CEPA Certifying Body Bureau Veritas UK ran a webinar to inform pest

controllers on the new EN16636 Standard, and how the audit process works. Jessica Morgan, BV's CEPA Certification lead said, "I was really please with the response from pest controllers, and I am looking forward to meeting them in person at PPC Live."

See Bureau Veritas and meet the TAS audit team on stand 51. To access the webinar email [jessica.morgan@uk.bureauveritas.com](mailto:jessica.morgan@uk.bureauveritas.com)

**Auditors found with the help of BPCA**

# Cake for everyone!



BPCA Technical Manager Dee Ward-Thompson explains the new BPCA audit procedure and what it means for your business.

I will start from the beginning for those of you that have not read about EN16636 (I still think calling it 'cake' would be easier). This is the first European standard for pest management and has been a long time in the making. Many well-respected and highly qualified people have been involved in its creation. It has been developed to aid in the professionalism of the pest management sector and to offer protection to clients, public health and the environment.

I'm very excited that finally we, as an industry, have a standard to not only aspire to, but one that also creates an achievable level playing field for all pest management companies, large or small. In fact, the first two UK companies to receive certification to the standard were Ecotab and Premier Pest Control of Bedford, which proves this. This is a standard everyone can reach and if you're a BPCA Member it could not be made simpler to achieve.

December 2015 saw the last of the old-style BPCA assessments, and we are now rolling out the new audit against the EN16636 standard for all BPCA Members. This means that, as of now, you can tell your clients that you are 'working towards the EN16636 European Pest Management Standard'. Once you have had your audit and pass (which I am sure you all will) you can then tell your clients that you have been independently audited against, and meet, the EN16636 European Pest Management Standard.

As a BPCA Member you can then get CEPA Certified\*, the official certificate that shows clients you have reached and passed the Standard.

As you have already had your audit it will come at a highly reduced fee. Specifiers are already asking for this certification as, for the first time, the pest management industry has a standard that assesses the requirement of competency.

Compliance with the standard will demonstrate that the company:

- Has the competence to deliver a professional pest management programme
- Has adequate management systems in place to provide a consistent level of quality to all clients
- Focuses on risk management and minimises the risk to clients and the public
- Minimise risks to the environment and animal welfare.

So how is it going to work? Well, not only will you get your audit for free if you're a BPCA Member, but you will also get all of the support needed to get you through the process. All of the audits will be done by Bureau Veritas, an independent auditing body. This enables your friendly BPCA field staff to work with you to make the audit process as painless as possible.

So what happens next? You will be contacted shortly by the BPCA field team to prepare your company for an audit. The amount of time needed will be up to you – some companies may only need to send in modest paperwork for a desktop check to be performed and some

advice given on the phone. Others may want to have a site visit – the choice really is yours. We want to make the audit process as simple as possible and as a BPCA Member you will benefit from all of the support needed to get you through – and all for free.

**"Nestlé, in line with several other Food and Drink Manufacturers, welcomed the creation and release of EN 16636, recognising the valuable contribution it makes in promoting adherence to standards of professionalism and enhancing Integrated Pest Management principles within the Pest Management Industry. Although Nestlé does not require certification of its Pest Management Providers to EN 16636 at this time, we have encouraged those of them in CEN member nations to consider the merits and benefits of seeking certification."**

*Dr Ferenc Varga, Microbiological Safety and Hygiene Expert, Nestlé Quality Assurance Centre (Europe, Middle East and North Africa)*

During the next few months you will also be contacted by the audit team. This team is not to be confused with BPCA staff – they work independently of the Association, and are employed by Trade Associations Services Ltd (TAS) and are contracted to carry out audits to the EN16636 Standard and CEPA Certified\* (see page 8 for information on them). As they are auditors they will not be able to advise you on how to rectify any issues found on your audit, but they will be able to direct you to one of the BPCA field team in your area that will be able to advise you, at no cost.

The audit schedule is once every 18 months. The first is a full day audit and will include a site visit with a technician.



## Audit Timeline



The next audit is what is known as a surveillance audit and this is only for half a day, and is more office-based looking at systems and paper work. All of this is free to BPCA Members.

The food industry and specifiers have been waiting for a defined measure of competency for the pest control industry and, at last, it is here. This will soon be cropping up in specifications right across Europe, so don't wait for someone to request it – get it now and let your clients know that you already have it, and that this is what they should be asking of every pest control contractor.

So, BPCA has a slice of cake waiting just for you. Once the Standard is built into specifications, non-members will be left scrabbling for the crumbs!

### FIVE NEXT STEPS

- 1 Change your website to say "As a Servicing Member of the British Pest Control Association, <Company name here> is working towards the EN16636 European Pest Management Standard."
- 2 Read the BPCA article in Produce business UK telling clients about the new standard <http://bit.ly/1UBDWpH>
- 3 See the letter from BPCA Chief Executive Simon Forrester to all Servicing Members (January 2016) about the audit process.
- 4 Expect a call to set your audit date, and arrange the help you need to pass.
- 5 Start checking your systems to ensure you will pass the audit.

"At Tesco, our manufacturing standards are written to ensure they can be applied globally, and proportionately according to risk. Our aim is simply that manufacturers protect our products from pests effectively, responsibly and legally. Pest prevention and management can be handled 'in-house', but the use of pest control services certificated to specific standards like EN16636 can provide manufacturers with further confidence."

Matthew Bandar, Quality and Risk Pest Control Manager, Tesco

Audits explained in detail by BPCA Technical Manager. PPC82.

# How well is that cake being swallowed?



Following on from 'cake for everyone' in PPC82, BPCA Technical Manager Dee Ward-Thompson talks about CEPA Certified® and BPCA's new audit process.



We are just five months into what is the biggest change to how we assess our members in the 70 years since BPCA was founded. To start with the most amazing statistic is that we in the UK have hit not one, but three key milestones...

- First in Europe to get ten companies CEPA Certified® – an amazing achievement especially considering we started later than some other member states.
- First in Europe to get twenty companies CEPA Certified®, the closest to us was Italy with 14 CEPA Certified® at this time.
- Finally we are in pole position, having the most companies CEPA Certified® across Europe; as I write this we are sitting at 30 CEPA Certified® companies with a total of 81 certified companies across Europe – we make up over a third of the total. All the certified UK companies are BPCA members, which says a lot.

Now, in just four months, I think that is something we can all be very proud of. This shows the rest of Europe how committed the UK professional pest management companies are in not only supporting the standard but in leading the way in demonstrating the high level of service

BPCA members give to their customers.

The support process that is available free of charge for all BPCA members is proving successful, with all members audited so far passing first time, and with 90% not even having any minor non-conformities. It also gives you the opportunity to look at the processes you have in place and to discuss and implement changes that can benefit your business – in other words a free MoT test for your company.

A small minority of our members (around 4%) have had the EN16636 audit but decided not to take up CEPA certification at this time, but they can now say that they have been audited against the British (or European, for you Europhiles out there) standard and meet the requirements. All of our members need to have had an audit by June 2017 as part of membership criteria, so the sooner you get your audit booked in the more choice you will have in the date. If you have not already had your audit or got it booked in, you will be getting a call soon from our friendly (but firm) Alex, whose job it is to help you find a date to be audited.

So that's my update, but what do others think? BPCA Chief Executive Simon Forrester commented, 'CEPA Certified® is designed to win businesses more work, and

more profitable work at that. With this accreditation your company can say to existing and new clients 'I have more to deliver' – you will be able to set a new price point for your business, thus increasing profitability.'

One unseen benefit for us all is that CEPA Certified® allows the pest control industry an opportunity to move up the value chain towards food safety – and that's where the money and time are spent.

I asked Martin Rose-King from Bounry Pest Control how he thought being CEPA Certified® benefited his company and his response was, 'It's of immeasurable benefit – to have the opportunity to demonstrate our commitment to our customers is wonderful. In an industry where we need someone to take the lead and set a real standard for all to work to CEPA, BPCA, TAS and Bureau Veritas should really congratulate themselves for giving everyone working in the industry an opportunity to show what we can do.'

The auditors are in full swing and I asked them to say a few words on how they thought the process was going, and their opinion of the audits completed so far.

Jane Fearn-Daglish commented that she thought auditing against the

“...a free MoT test for your company.”

# “ CEPA Certified® is designed to win businesses more work, and more profitable work at that.”

EN16636:2015 standard has so far been an exciting experience. She said, “Meeting a wide range of pest control companies from large nationals through to single pest controllers makes every day a different story. Pest control can be a lonely existence for small companies and I have found they relish the opportunity to showcase their abilities and professionalism. Though there is a great variety in the approaches and documentation, the one thing that has come across in every single completed audit is the passion and drive that these companies have to achieve a high quality standard of work, and get the recognition they deserve for it.”

When asked for his observations, TAS's other auditor Charlie Coldwell stated, “I generally get good vibes from the people I meet and talk with during the audit. When they know about my pest control

experience they feel more at ease. I try to make it more interesting than just getting the necessary proof. If I make them feel more at ease they are more willing to help provide the required information. Sometimes I speak with people about previous pest control situations, which always goes down well.” Furthermore he added, “Many member companies take to this standard with open arms, believing it will help improve the whole industry. BPCA gives the companies the necessary support, so they know what to expect. This in turn creates a very smooth process when conducting the audit, and helps minimise non-conformance.”

So, as you can see, the new process is going very well. To help even more BPCA is running EN16636 breakfast roadshows across the country to help your business get

**STOP PRESS!**

## **BPCA ANNOUNCES TWO NEW ROADSHOW DATES**

**28 June  
Barrettine, Bristol**

**21 July  
Pelsis, Knaresborough**

[www.bpca.org.uk/CEPAroadshows](http://www.bpca.org.uk/CEPAroadshows)

CEPA Certified®. On the day you will receive:

- Guidance on the CEPA Certified® process
- Documentation to help you achieve the standard
- Marketing advice from a top PR company to maximise the benefit of accreditation to your business.

You will also have a chance to speak to BPCA staff, senior members of the team, Jessica Morgan from the UK certification body Bureau Veritas (see page 30 over) and, most importantly, colleagues from a pest control company in your area that already has certification. They will be able to share with you their experience of the audit and how they are already benefiting from being CEPA Certified®. Places are limited so book early to avoid disappointment.

Find out more at [www.bpca.org.uk/CEPAroadshows](http://www.bpca.org.uk/CEPAroadshows)

**Follow up in PPC83 and the announcement of CEPA Roadshows where members can go and learn about the process of getting CEPA Certified.**



# 50 BPCA members...

BPCA is celebrating a significant milestone after seeing its 50th member achieve CEPA Certified® status.

Clearwell Pest Control Services, based in Brighouse, West Yorkshire, became the fifthth member of the British Pest Control Association (BPCA) to be successfully measured against the CEPA standard. It completes a unique double for the county as Bradford-based Premier Pest Control was the first company in the UK to achieve the standard in December.

Joint Managing Directors Richard Bakes and Alan Lowry are confident the new certification can help Clearwell stand out from the crowd.

They agreed that the new EN16636 standard is a mark of quality and they are proud that Clearwell is one of the few companies in the UK with this accreditation.



Clearwell's directors, Richard Bakes and Alan Lowry.

They commented, "It's very important for us to demonstrate our professional status and achieving this accreditation provides independent proof of that. The vast majority of our systems were already in place and the audit process was both comprehensive and thorough."

"As members of BPCA we sought advice prior to the audit and BPCA guided us in the right direction for some areas where we felt we needed to improve."

BPCA Chief Executive Simon Forrester described the milestone as a notable achievement - just 14 months after the launch of the accreditation. He said, "It's fantastic to see the number of members achieving the standard reach the 50 mark in such a short period of time. For the Association this demonstrates the professional standards our members adhere to in all areas of their work."

"All of our servicing members are now at least working towards the standard and we're aiming to help everyone pass the audit by July 2017."

"I encourage all interested members to attend a CEPA Roadshow or speak to our technical team to discuss how CEPA will benefit them."

The scheme was first released by the Confederation of European Pest Management Associations (CEPA) in March 2015.

It defines quality and best practice and acts as an assurance that member companies are fully qualified to deal with all species of both rodents and insects and experts on integrated pest management, the use of chemicals, and health and safety issues.

The standard is the cornerstone of BPCA's strategy to portray a positive image of the pest control industry in terms of public health, food safety, environmental sustainability and economic significance.

As part of further supporting the positive impact of the pest control industry, BPCA is working with key stakeholders such as the British Retail Consortium (BRC), major clients and other specialists to recognise the EN16636 standard.

John Figgins, BRC Global Standards Food Safety Technical Specialist, said, "Food manufacturers need to be confident of the competency of their pest control contractors. BRC Global Standards therefore welcomes the development of the independent certification scheme and the benefits CEPA Certified® can bring to the industry."

### WHAT IS BRC?

BRC Global Standards is a leading safety and quality certification programme, used in 120 countries by over 21,000 certified suppliers, with certification issued through a worldwide network.



BPCA Technical Manager Dee Ward-Thompson insists certification is far from a simple box-ticking exercise. She said, "Internal audits can be weakened by pressure to allow companies to pass, which we know happens in other associations."

"So each member is being independently assessed by Bureau Veritas, the global certification body and we're the only UK organisation to impose that."

"By using third party verification, clients can be sure our audits are legitimate and that every BPCA member company is held to the same high standard."

Trade Associations Services (TAS), the company which works with Bureau Veritas to deliver UK CEPA certification, has recently been forced to increase its auditing resource such has been the demand for EN16636 CEPA Certification, with the recruitment of Andy Burton.

### UK COMPANIES ACHIEVING CEPA CERTIFIED® STATUS



# stand out from the crowd!



Andy Burton, new auditor for Trade Association Services

Andy joins the team from Renkell and takes up responsibility for auditing pest control companies in more northern regions of the UK. Andy's thorough working knowledge of pest control and excellent interpersonal skills lead the TAS team to believe he is going to be a great asset to the CEPA process.

Talking about what he values about CEPA, Andy said, "The audit involves the entire structure of a company and makes sure everything from its working practices and training to its ethos and values are correctly aligned."

"For clients, CEPA sends out a strong message. It gives them peace of mind that the job will be delivered professionally and to a quality standard."

In order to explain what CEPA means to current and prospective clients, Barrow Veritas has produced an information booklet detailing the benefits, process and impact of becoming CEPA Certified\*.

CEPA Product Manager Jess Morgan said, "The booklet has been developed for CEPA Certified\* companies to bolster their tender applications, inform new and existing clients and for associations like BPCA to demonstrate the benefits of the process to their membership communities."

"BPCA continues to remain the mark of professionalism in UK pest management and it has played a significant role in

driving the successes we have experienced with 50 successful CEPA certifications issued so far."



## YOUR NEXT MOVE

Find out more on EN16636 and CEPA, including self-help FAQs and a free eye-catching client leaflet available from

 [www.bpca.org.uk/cepa](http://www.bpca.org.uk/cepa)

## PPC85 – CEPA update with stats.

### SUBJECT: AUDITS

How do I get support to make sure I am ready for the EN16636 audit?

Natalie Bungay <[enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk)>

### REPLY

All BPCA members have a dedicated field support officer to help with the standard. The officer will explain the standard, how the audit day will flow and give you detailed but simple advice. They will see how your business functions and then let you know what the auditor will want to see. Anything you do not already have in place, the BPCA can provide! Initially, contact me to start the support process.

[enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk)

The Staff team were training to help answer questions about the process.



SPEED VIEW

- Field staff are the face of your company, but bad habits can creep in
- Put quality at the heart of your business
- Even informal quality assurance can reduce lost business and improve efficiency
- Check work and offer incentives
- Look at the EN16636 standard to see 'what good looks like' in terms of processes

DELIVER THINGS THAT ARE FIT FOR PURPOSE, RIGHT THE FIRST TIME

## Quality Street



*For those businesses employing technicians, the age-old problem of maintaining quality remotely is ever-present. Simon Farrester investigates.*

Field staff are the 'face' of your business, and in many cases the only part of the organisation people will see and remember. They are often buying into 'Fred' the technician, not 'Staggs Pest Control', and it is him (or her) with whom they have the day-to-day business relationship. Your company reputation can be lost quickly by the actions of a rogue employee, or by one who is allowed to pick up bad habits. Similarly, one slip in paperwork can be disastrous, particularly for audited sites such as BRC.

Managing any company includes quality alongside the other disciplines of health and safety, financial and environmental issues. Quality in terms of service is delivery of a job to the client's requirements and satisfaction. The quality of the products used, the skills of the individuals doing the work, and the support available through the process all influence the overall quality of the finished job. Quality management should be built into the fundamental processes within any company, from first contact to completion

including risk assessments, service delivery checks and site waste management.

Quality not only helps keep customers, it also improves efficiency and reduces overheads – getting a job right first time can more than double the profit, compared to one where you have to go back to revisit a site. Many companies say they are a quality-led organisation, but is that really true? Have a long hard look at how your business operates, and see what changes you need to make to fulfil this promise to yourself, your colleagues and customers.

The theory of Quality Assurance (QA) is simple: deliver things that are fit for purpose, right the first time. But ensuring this happens every time is difficult for small organisations, particularly where there is no culture of QA. Standards exist for quality, such as ISO9001 or British Standard EN16636 (known as CEPA Certified<sup>®</sup>). Some businesses may not see the relevance of achieving ISO9001, the quality management standard. But why not learn from it, and help your business grow?

### Five ways to improve quality

1

Set expectations – everyone must know 'what good looks like' to your company, and what their role is in this.

2

Use British Standard EN16636 (CEPA Certified<sup>®</sup>) to measure your company against the standard for professional pest management services. Support is available – best of all this is free for BPCA members!

3

Incentivise staff to do it right – offer a bonus which reduces for every mistake spotted.

4

Ensure staff know you will be checking their work.

5

Learn from your errors – a problem in one area may pop up elsewhere.



Des Ward-Thompson, BPCA Technical Manager told me: "I see the statistics on audits, and talk to specifiers such as the supermarket chains. They tell me that demonstrating commitment to quality assurance, and showing evidence of constant evaluation of staff and procedures, is what makes companies stand out from each other."

- Proper quality management can:
- Impinge trust: clients know they are getting a consistent and professional service, which makes them less likely to look elsewhere - satisfied customers are much easier to retain, and quality outfits can charge more for their service.
  - Promote continuous improvement: checking and rechecking quality of delivery identifies weak points in your operation, which helps you to streamline processes, thus reducing costs and making your business more profitable
  - Manage risks in your business: by identifying weak points and

dealing with them, you become more resilient and build a sustainable business, more able to ride out difficult times.

- Help you win business in tender situations - quality often accounts for a percentage of the weighting, demonstrating your commitment to quality can give you a major advantage. BPCA can help you set up an internal audit programme.
- Identify training needs for your staff team - if you keep seeing the same issues, you might need to retrain staff. BPCA can help here.

So, how does a company go about quality management? The simple cycle of 'plan-do-check-act' applies. You need to plan activities, carry them out, see what things can be improved, and change them. So far, so good. Next time you're planning your week, build in some time to look at the work of a colleague. Go out with them and see how they do their job. \*

Do their reports match what you are seeing? Are their customers saying the right things? You'll learn, they'll learn, and hopefully you can both improve as a result. Work alone! Why not ask BPCA for help? On that topic, do use free resources available to you: BPCA has produced a sample QA form for members to use. Also we have a handy summary of the EN16636 Standard available. Download them from the Members Zone area of [www.bpca.org.uk](http://www.bpca.org.uk) for free! You might consider financially incentivising your team to stay sharp. Psychologists say that it's better to give people a sum, and then take some away for each mistake spotted. Couple this with some random inspections and chats to clients, and you will quickly see what needs to get better.

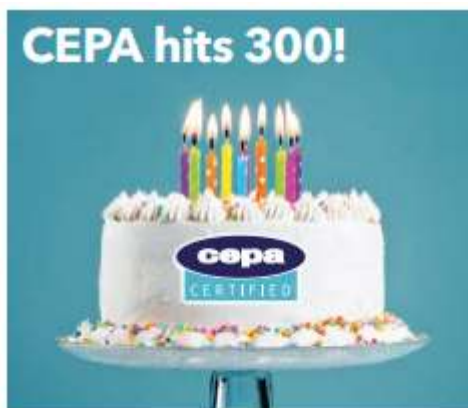
It's a combination of getting both the pest control and the processes right - and only by regularly assessing how your company is doing can this be achieved.



An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three PROMPT CPD points - register to take part at [www.bpca.org.uk/affiliates](http://www.bpca.org.uk/affiliates)



Article in PPC86.



Mid-April saw the three hundredth pest control company in Europe awarded CEPA Certified®. This milestone was reached by Integrated Pest Management Ltd of Enfield Lock in Middlesex. MD Gareth Turner said, "We're very proud to join this elite band of European pest control companies, and we've already started promoting our success to our existing and potential customer base across the South East of England. Alongside our other accreditations such as BPCA Membership, SafeContractor, ConstructionLine and ISO 9001/14001, we think CEPA Certified® will unlock doors for us, and allow us to benchmark against other professional pest controllers in tenders and specifications."

Currently there are over 90 UK pest control companies accredited to the standard, with all BPCA Members going through a free third-party audit to BS EN16636 (the standard underpinning CEPA Certified®) by the end of June this year.

[www.cepa-europe.org](http://www.cepa-europe.org)  
[www.ipmpestcontrol.co.uk](http://www.ipmpestcontrol.co.uk)

CEPA adoption grows. Announcement online and in PPC87.

# New surgery 'bolt-on' for CEPA Certified<sup>®</sup> members, and those ready to make the jump



Following the South Wales Regional Forum on 25 May, we will be offering an optional 'bolt-on' two-hour surgery for existing CEPA Certified<sup>®</sup> companies, and servicing companies interested in adopting the certification.

Guided by members of our expert team, each surgery will facilitate small breakout groups exploring professional practice and generating ideas on topics such as 'Achieving relentless customer service', 'What good looks like', 'Marketing in the year 2020' and 'After-selling: is it really speculative to accumulate?'

Breakout groups will also discuss the impact CEPA certification has made to their business, feedback on the CEPA certification process (audit day, paperwork) and have the opportunity to identify topics of discussion in 'any other business'.

BPCA Technical Manager Dee Ward-Thompson said, "Following the success of our CEPA Roadshow programme last year, where over 80 companies attended, we have decided to extend this programme across the UK while being aware of how time-limited many members are. Therefore, our CEPA Surgeries are shorter and more informal get-togethers, giving you the tools to achieve the standard and a chance to share best practice."

As part of the bolt-on, pre-registered attendees to the surgery (as part of Regional Forum registration) will also get lunch provided and a selection of useful documents to improve their business and assist with reaching the EN36376 British Standard.

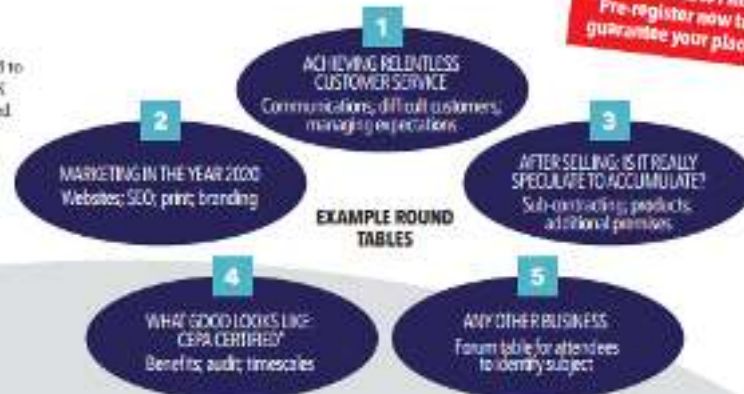
Jessica Morgan, Bureau Veritas CEPA Product Manager for UK and Ireland said, "A surgery is a great way to continue to add value to companies who already hold CEPA certification in an enjoyable atmosphere. It also means companies who are interested in the certification can learn about its benefits and processes from other members, not just the staff team."

## FIVE REASONS FOR NON-CEPA CERTIFIED<sup>®</sup> COMPANIES TO ATTEND

- 1 See the benefits to your business
- 2 Understand and prepare for your audit, including surveillance audit (audits to BS EN36376 are a criteria for servicing membership of BPCA)
- 3 Decide if CEPA Certified<sup>®</sup> is right for your business
- 4 Get helpful advice and guidance
- 5 Lunch is on us (pre-registration only)

"...each surgery will facilitate small breakout groups exploring professional practice."

**ATTENDANCE IS FREE!**  
Pre-register now to guarantee your place!



### CEPA SURGERY BOLT-ON SCHEDULE

Thursday 25 May / Swansea  
Tuesday 20 June / Leicestershire  
Thursday 28 September / Manchester  
Wednesday 18 October / South East  
Thursday 2 November / South West

### OUTLINE AGENDA

8.15 Registration with refreshments and breakfast rolls  
9.00 Welcome and introductions  
9.05 Presentations  
11.00 Refreshments and networking  
11.15 Presentations  
12.30 Association news  
13.00 Thanks, close and departure

### CEPA SURGERY

**PRE-REGISTRATION REQUIRED**  
13.05 Lunch, welcome and introductions  
• About CEPA Certified<sup>®</sup>  
• Identify topics of discussion for 'any other business'  
• Approach to next two hours  
Walk three out of five roundtables  
13.15 Roundtable session 1  
13.45 Roundtable session 2  
14.15 Roundtable session 3  
14.45 Thanks, close and departure

Case study of a member achieving the Standard.



# Century milestone for quality benchmark

The number of UK pest control companies to achieve CEPA Certified® status has reached three figures in little more than two years.

The European Standard for Pest Management Services (EN16636) and its accompanying certification scheme were launched in March 2015 to act as a benchmark of quality throughout Europe.

Tactical Environmental Services, based in Chingford, East London, was confirmed as the hundredth firm in Britain to receive the documentation.

Tacticals Operations Director, Nigel White said, "To pass our audit and be a CEPA Certified® pest control company is a great team achievement. Of course, being the hundredth UK company to do it is a nice coincidence."

"At Tactical we pride ourselves on providing professional, responsible, and efficient pest management and would like to take this opportunity to thank our staff for their hard work."

When asked why they opted for the certification, Nigel said, "I think the real question is why not? As a forward-thinking pest control company, we want to promote professionalism and what better way than the European standard?"

The Tactical Operations Director said that certified status had achieved immediate impact in day to day operations.

"CEPA Certified® is a great selling tool, especially for tenders. Even though we're only a small company it demonstrates that we have just as good processes in place as the bigger guys."

Sirraz Forrester, Chief Executive of BPCA, said, "CEPA Certified® status is something for all pest control companies to aspire to and it's fantastic to see the number achieving the standard reach the 100 mark in such a short period of time."

"At the end of June, we reached our own milestone of all full servicing members being audited against the

"CEPA Certified® is a great selling tool, especially for tenders. Even though we're only a small company it demonstrates that we have just as good processes in place as the bigger guys."

EN16636 standard, which we believe is a huge feather in our cap."

"We set this target back in May 2015 for all (current) full members to be audited against the standard to demonstrate the professional levels our members adhere to in all areas of their work."

Passing the EN16636 audit and taking up CEPA certification can be used as a definition of quality and best practice, and acts as assurance that companies with the certificate are experts on integrated pest management, the use of chemicals and health and safety issues.

CEPA Certified® is the cornerstone of CEPAs strategy to portray a positive image of the pest control industry in terms of public health, food safety, environmental sustainability and economic significance across Europe.

The first company in the UK to achieve CEPA Certified® status was Ecolab which completed the process back in 2006.

ProAct Pest Control, which has headquarters in Newport Pagnell, Buckinghamshire, was meanwhile named as the hundredth member of BPCA to embrace the certification.

SPEED VIEW

- Essex firm moves UK CEPA Certified® companies to three figures
- Tactical joined the BPCA Probationary Scheme in 2014
- BPCA has now audited all members eligible in first 18 month cycle

A full list of UK CEPA Certified® companies is at [cepa-europe.org](http://cepa-europe.org)



## TACTICAL ENVIRONMENTAL SERVICES TIMELINE

Based: Chingford, Essex  
Coverage: Greater London  
Year established: 2014  
Years in BPCA membership: 3  
Number of staff: 20

- 2014** Company was established  
Joined the BPCA Probationary Scheme  
Tactical ended its first year with three employees
- 2016** Joined BPCA as a full Servicing Member  
Achieved CHAS and Construction Line accreditations  
Three new staff members joined the team  
Moved to new offices with room for training
- 2016** The company grew again with four new staff members
- 2017** Passed EN16636 audit  
Achieved CEPA Certified® status  
Operations Director joins BPCA Servicing Committee

CEPA CERTIFIED® STATUS IS SOMETHING FOR ALL PEST CONTROL COMPANIES TO ASPIRE TO

Case study of a member achieving the Standard.



## What does the BPCA Member logo mean?

To be a BPCA Member, a pest management company must:

- Undergo regular audits against the British Standard EN16636 for pest management
- Abide by our strict industry Codes of Best Practice
- Provide detailed advice on pest prevention measures
- Perform a survey before starting work or providing a final quote
- Have at least £2 million public and products liability insurance
- Protect staff, customers and members of the public through risk and COSHH assessments
- Only employ technicians who meet or exceed the industry standard qualifications



## What does being BS EN 16636 audited mean?

Having passed a BS EN16636 audit means a pest control company:

- Is part of the first common standard for pest management operators
- Has been measured against a European benchmark for pest management
- Is independently assessed by a third-party body
- Is working to an internationally recognised, professional standard
- Is regularly assessed to the standard on an 18-month cycle.

Updated find a pest controller tool - [bpca.org.uk/find](https://www.bpca.org.uk/find)

Stay protected.  
Always look for  
the logo.



# BE PROTECTED. PROFESSIONALLY.

How do you know your  
pest control contractor  
is fit for the fight?



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British Pest Control Association is the premier trade association for professional pest management companies in the UK.

By choosing an audited BPCA member you can be assured that the services you receive are from a trained and trusted company that meets our strict membership criteria.

Our member companies meet or exceed all pest management legal and 'due diligence' requirements and comply with the most current legislation.

**No other trade body gives you this security.**

Select a BPCA Member every time.



[www.bpca.org.uk/find](http://www.bpca.org.uk/find)



01332 294288

We have made the flyer available to download so members can help end-users "stay protected" by selecting a BPCA member – [bpca.org.uk/beprotected](http://bpca.org.uk/beprotected)