

Our challenge to you



In order to offer clients ongoing peace of mind, our objective is to embed CEPA Certified® into every European specification and tender for the procurement of Pest Management Services. We recommend that you review your tender documents and specifications to ensure this is covered to give you the guarantee of working with a CEPA Certified® Pest Management Professional on all the sites along your supply chain.

More questions?

For further assistance, open a dialogue with CEPA or the closest National Pest Management Association to you. You may also wish to take this up with your preferred Certification Body. To date around 40 Certification Bodies and subsidiaries, employing auditors trained by CEPA's European Association network to assess pest management practices against CEPA Certified®, have been recruited and endorsed by CEPA across Europe.



For the most up to date list of Certification Bodies endorsed by CEPA please consult www.cepa-europe.org

About CEPA



Based in Brussels, CEPA is the Confederation of European Pest Management Associations. CEPA represents, at the European level, 25 national and regional trade associations and an industry with a turnover of more than €3,000 million generated by 10,000+ companies with over 40,000 employees. In addition to the associations the CEPA membership also includes manufacturers, distributors and service companies in Europe.

CEPA was set up in 1974 by the Belgian, British, Dutch, French and Spanish national associations. These organisations had the vision to see that national associations could not, by themselves, defend the interests of their members at a European level. History has proved them right. Today some 80% of national regulations reflect decisions taken at EU level through European Directives.

CEPA's mission is to act as the voice of the pest management industry vis à vis all relevant stakeholders. Its goal is to promote the understanding of the pest management industry through an enhanced dialogue with policy makers and opinion leaders at a European level on matters affecting our sector.



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Does your pest management supplier meet the *Standard?*



A new Europe-wide standard to benchmark professional pest management



“I take great pride in the publication of the European Standard ‘Pest management services – Requirements and competences’ (EN 16636).

I wish to thank every member of the Confederation of European Pest Management Associations for their input and their share in this successful outcome.

A lot has been invested in order to provide the members of our profession with a proactive tool to respond to the queries of public opinion, to regulatory pressure and to guarantee that the pest management industry is recognized by the stakeholder community for responsibly protecting European citizens and the environment in which they live against public health risks.

The publication of this Europe-wide standard and CEPA Certified®, its accompanying certification scheme, represents a major step forward towards professionalising our industry, improving our image vis à vis authorities and clients across Europe while creating awareness of the value to society that the pest management industry represents.

I wish to congratulate all the members of our community who have already successfully undergone the auditing process and who, by embracing this initiative, have made our industry stand out.”

Bertrand Montmoreau, CEPA Chair

What is EN16636?

The new European Standard ‘Pest management services – Requirements and competences’ (EN 16636) has been developed by CEN’s Project Committee on ‘Services of pest management companies’ (CEN/TC 404), which was set up in 2010. CEPA was closely involved in developing the content of the standard, together with experts nominated by CEN members and stakeholders including the Eurogroup for Animals, which represents animal welfare groups from across Europe. It specifies the requirements, recommendations and basic competences under which pest management companies must operate to meet the needs of their customers, be they private companies, public authorities or the general public.



The new European Standard (EN 16636) was formally approved in January 2015 and the final text was made available to all CEN Members on 4 March 2015. The standard was published at national level by CEN Members in 33 European countries at the end of September 2015. It has replaced the pest management standards that have previously been adopted at national level in France, Germany, Malta and Spain.

What is CEPA Certified®?

CEPA Certified® is the pest management industry benchmark of professional quality. It offers every business that uses a pest management company the peace of mind that their selected contractor is qualified and operates to a high standard. CEPA Certified® provides a benchmark of quality and uniformity of service – vital for risk management in a global industry.

CEPA Certified® is a protocol providing the necessary structure to make EN16636 auditable. It is the mechanism by which companies are measured against the European Standard. The protocol document was written in collaboration with the Royal Society for Public Health and under supervision of the CEPA Certified® Steering Committee.

Why select a CEPA Certified® pest management professional?

CEPA Certified® companies are demonstrably able to protect food security, public and animal health. Companies operating under CEPA Certified® utilise Integrated Pest Management (IPM) thus offer less biocide use, with swifter and more efficient management of pest issues.

By insisting on pest control companies having achieved CEPA Certified® status your organisation will benefit from:

- Access to a network of professional companies across the EU... just look for the CEPA Certified® logo
- The knowledge the companies you are working with are objectively assessed on a regular basis, as CEPA Certified® companies are independently audited on an 18-month cycle
- Improved quality: CEPA Certified® companies must only use trained and qualified staff to carry out pest management activity, and their back office staff must also meet agreed standards
- Improved service effectiveness: CEPA Certified® companies have the support of a network of technical, legislative and other support to ensure they use best practice at all times
- Reduced use of biocides: CEPA Certified® companies practice Integrated Pest Management (IPM), which ensures biocides are used as a last resort and where they are, proper waste management principles are followed
- Peace of mind when selecting a pest control company: CEPA Certified® companies are audited to an internationally recognised standard (EN16636)



- Reduced risk: CEPA Certified® companies use risk analysis and root cause analysis to discover the causes of pest infestations, and remove them for good
- Easier comparability: CEPA Certified® certification defines metrics for measurement of service performance and quality levels
- Improved interaction: CEPA Certified® certification provides guidelines and procedures to facilitate and improve the effectiveness of interaction between client and provider
- Improved transparency: services provided by CEPA Certified® companies must use formal reporting structures to keep clients informed
- Greater measurability: CEPA Certified® companies use standard performance indicators.

What is the reach of CEPA Certified®?

CEPA Certified® is a single pan-European methodology for benchmarking pest management businesses, where previously only a handful of countries could offer this.

CEPA’s investment in sponsoring the development of ‘Requirements and Competences for the delivery of Pest Management Services’ in collaboration with industry experts and the European Standards Bureau has opened the door to a Europe wide drive to promote the standard and its certification protocol to pest management companies and their customer base.

Since September 2015, according to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard:

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| • Austria | • France | • Norway |
| • Belgium | • Germany | • Poland |
| • Bulgaria | • Greece | • Portugal |
| • Croatia | • Hungary | • Romania |
| • Cyprus | • Iceland | • Slovakia |
| • Czech Republic | • Ireland | • Slovenia |
| • Denmark | • Italy | • Spain |
| • Estonia | • Latvia | • Sweden |
| • Finland | • Lithuania | • Switzerland |
| • Former Yugoslav Republic of Macedonia | • Luxembourg | • Turkey |
| | • Malta | • United Kingdom |
| | • Netherlands | |

