

EN16636 – My First Checklist

Read each statement and decide which column aligns most closely with what happens in your Company.

		A	B	C
		Yes	No	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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
5	We document every visit to a customer's site and keep records of: <ul style="list-style-type: none"> • The level and nature of any infestation, • The observations on local environmental conditions which may sustain or encourage pest activity, • The details of any interventions made (including location and use of any biocides etc.) and • Any recommendations made to / for the customer to take as personal actions in order to mitigate any risk of further propagation of an infestation 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>
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="radio"/>	<input type="radio"/>	<input type="radio"/>

Interpretation

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 move onto try the more comprehensive self-assessment tool available from your local Pest Management Association and conduct a more detailed gap analysis.

Alternatively if you are really feeling confident, then you could approach your local Certification Body (details from your local Pest Management Association or on the CEPA web site) and ask them to conduct a preliminary assessment but this may start to cost you money.

Mostly Column B or C You still have some work to do if you want to become a certified CEPA professional. Take a look at which categories you are not complying with and seek help from your local Pest Management Association to create an action plan to get you to the standard.

Long Hand Questions

1. We have an experienced and **permanent** member of staff on the management team who is both theoretically and practically competent and 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.
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.
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.
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.
5. We document **every** visit to a customer's site and keep records of:
 - The level and nature of any infestation,
 - The observations on local environmental conditions which may sustain or encourage pest activity,
 - The details of any interventions made (including location and use of any biocides etc.) and
 - Any recommendations made to / for the customer to take as personal actions in order to mitigate any risk of further propagation of an infestation.
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.
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.
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.
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.
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.
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.