



# New service standard to help keep your property free from unwanted pests

A guide to the British Standard  
for Pest Managers (BS EN 16636)

**bsi.**

...making excellence a habit.™



Even the cleanest homes or business premises can be host to unwelcome visitors – from mice and rats to bed bugs and fleas – but trying to get rid of them yourself can be costly and dangerous. To prevent the spread of disease and to protect your property, you'll usually need to call in the experts.

A new British Standard, explained in this leaflet, makes it easier to find a pest control organization that will provide a professional and safe service.

### The trouble with pests

The World Health Organization reports that changes in ecology, climate and human behaviour over the last sixty years have led to an increase in urban pests, including rodents and insects, living in close proximity to humans. These troublesome creatures can spread diseases and allergens, damage buildings and affect our quality of life.

Until recently, local authorities provided pest control services as part of their core public health responsibilities. However, more and more authorities are cutting these services or introducing charges for pest control, and the British Pest Control Association estimates that soon more than 40% of councils will be without an in-house pest control service.

This can leave householders or business owners unsure of where to turn for help with their pest problem. The introduction of the British Standard for Pest Management Services means that there is now a guarantee of quality service.

### BS EN 16636 – the basics

The Standard was developed by the European pest management industry and is designed to promote professional standards for pest control organizations across Europe. It sets out requirements for service, processes, staff competences, and for the protection of humans, pets and the environment.

## BS EN 16636 – the details



Any organization – public or private – can choose to comply with the standard, and can declare this in their advertisements or websites.

They can also choose to join the certification scheme run by the Confederation of European Pest Management Associations (CEPA). If an organization displays the CEPA Certified® logo, this provides the added assurance that they have been subject to external checks. Members of the scheme are assessed by CEPA when they first join, and then every 18 months, to ensure they meet the standard.

Organizations that adhere to the standard should act professionally, following a clear process to:

- Identify pests, discover the root cause of the problem, and carry out a risk assessment
- Develop a pest management plan to be agreed with the customer, including proposals for controlling current pests and preventing future infestations
- Deliver an effective, efficient and safe service, which minimizes the risk for clients and the general public, as well as minimizing damage to the environment
- Check the effectiveness of the service and monitor for future infestations if required
- Use pesticides safely, giving due consideration to the impact on animal welfare and the environment
- Protect customers and members of the public by having appropriate insurance policies in place

The standard also stipulates that staff must be well-trained and competent with good levels of technical skills, which are regularly updated and reviewed. This ensures that organizations stay up to date with the latest information about pests, products, legislation and health and safety issues.



BS EN 16636 is the first European standard on pest management services and has been published at a national level by CEN members in 33 European countries.

## Frequently asked questions

**Q.** What is BSI?

**A.** BSI is the UK National Standards Body which has been developing standards for more than 100 years to make products and services safer for consumers. Standards set out good practice and guidelines for organizations to follow. BSI is the UK member of ISO, the International Organization for Standardization.

**Q.** Do all organizations have to comply with the standard?

**A.** No, the standard is voluntary, so you can feel confident that those that choose to comply with this or any other British Standard take safety and customer service seriously.

In the event of a serious complaint or incident, the standard could be used in a court of law to provide a benchmark of best practice, even if the organization in question has not claimed to comply with the standard.

**Q.** Where can I get a copy of BS EN 16636?

**A.** Your local public library may be able to help you access a reference copy, or you can buy a copy from BSI at [shop.bsigroup.com](http://shop.bsigroup.com)

## Useful information

Bed Bug Foundation

**[bedbugfoundation.org](http://bedbugfoundation.org)**

British Pest Control Association (BPCA)

**[bpca.org.uk](http://bpca.org.uk)**

Chartered Institute of Environmental Health

**[cieh.org](http://cieh.org)**

Confederation of European Pest Management Associations (CEPA)

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

Food Standards Agency

**[food.gov.uk](http://food.gov.uk)**

National Pest Technicians Association

**[npta.org.uk](http://npta.org.uk)**

PROMPT – The Professional Pest Controllers Register – BASIS Registration Ltd

**[basis-reg.co.uk](http://basis-reg.co.uk)**

Royal Environmental Health Institute of Scotland

**[rehis.com](http://rehis.com)**

# bsi.

BSI Group  
389 Chiswick High Road  
London W4 4AL  
United Kingdom

T: +44 845 086 9001  
E: [consumer@bsigroup.com](mailto:consumer@bsigroup.com)  
[bsigroup.com/consumers](http://bsigroup.com/consumers)



Scan to  
purchase  
BS EN 16636



By Royal Charter

