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Pest management services — Requirements and competences

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A list of organizations represented on this committee can be obtained on request to its secretary.

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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of an identical text or by endorsement, at the latest by September 2015, and conflicting national standards shall be withdrawn at the latest by September 2015.

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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 disinfestation 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.

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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

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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;

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— 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.

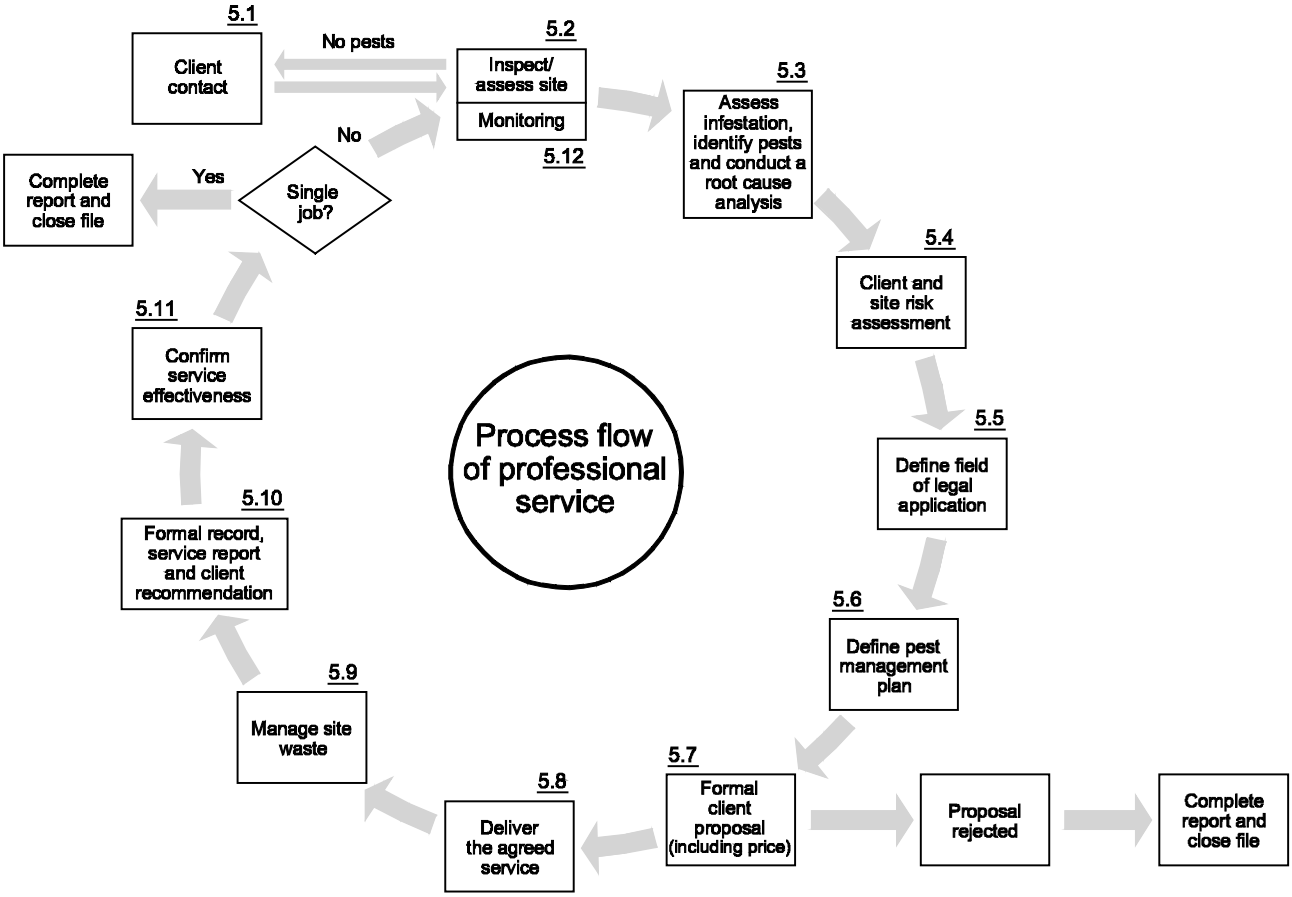

Figure 1 — Process flow for professional pest management services

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:

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