



Management System Report for



Van Vynck Environmental Services Ltd

Date Wednesday the 14th of September 2016

Standard CEPA BS EN 16636
Pest Management Services & Competences

Address Riverside Business Centre
Fort Road, Tilbury
Essex
RM18 7ND

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Audit Objectives

The objectives of this audit are:

1. To confirm the management system conforms with all the requirements of the audit standard
2. To confirm that the organisation has effectively implemented its planned arrangements
3. To confirm that the management system is capable of achieving the organisations policies and objectives

Audit methodology

The auditor conducted a process-based audit. The audit methods used were interviews, observations of activities and review of documentation and records.

The audit of the Management System within the organisation was under taken and included the items:

1. Management system documentation
2. Effective implementation
3. Competence & Training
4. Client & Site Risk Assessment
5. Pest Management Planning
6. Management of site waste
7. Management of Pesticides & Equipment

Nonconformities

CEPA Scheme rules:

3.4.1 All Critical and Major Non-conformities shall be corrected by the Service Provider before initial Certification can be awarded. The Service Provider shall provide the Certification Body with evidence of suitable corrective action. The evidence shall be reviewed by the auditor who raised the Non-conformities and, if they are satisfied that the evidence demonstrates that the Service Provider complies with the relevant clauses, the auditor shall close out the Non-conformity. This shall be completed within three months of the date of the audit. If it is not possible to close out all the Non-conformities within three months of the audit, the Service Provider's application shall lapse and they will have to submit a new application to join the Scheme and have a further, full Certification Audit.

3.4.2 Following the initial (Certification) audit, Certification can be awarded even if there are up to three Minor non-conformities, providing that:

either no Critical or Major Non-conformities were raised or all Critical and Major Non-conformities have been corrected and closed out within the time frame specified in Clause 3.4.1;

and within four days of the audit the Service Provider explains in writing how they will correct the Minor Non-conformities within two months of the audit and the auditor accepts that it will be possible to complete the proposed corrective action within two months of the audit.

In the event that Certification is awarded under these circumstances, within two months of the audit the Service Provider shall provide the Certification Body with documentary evidence of the completion of actions that correct the Non-conformities. If they fail to do so, or if the auditor judges that the Non-conformities remain uncorrected, the Certification Body shall raise the Minor Non-conformities to Major Non-conformities and the Service Provider's Certification shall be suspended.

The responses to all the nonconformities in the form of a corrective action plan (including root cause analysis) may be either in hard copy or electronically using the corrective actions section of the Nonconformity summary sheet herein (preferred) and forwarded to your Bureau Veritas Certification Auditor.

At the next scheduled audit visit, the Bureau Veritas Certification auditor will follow up on all identified nonconformities to confirm the effectiveness of the corrective actions taken and close out nonconformities.

Certificates

Certificates shall be issued by the Certification Body and shall remain the property of the Bureau Veritas.

Where the agreement with Bureau Veritas is terminated or the Certificate withdrawn, it should be returned immediately and any use of BV or CEPA Logo's immediately ceased

Summary

Bureau Veritas concludes that the organisation has established and maintained its management system in line with the requirements of the audit standard and demonstrated the ability of the system to achieve requirements.

Therefore, Bureau Veritas recommends that, based on the results of this audit and the systems demonstrated state of development and maturity that this management system meets CEPA EN 16636:2015 requirements.

Audit Details



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|-------------------------------------|--------------------------------------|
| Legal name of Organisation | Van Vynck Environmental Services Ltd |
| Trading Name of Organisation | Van Vynck Environmental Services Ltd |
| Date | Wednesday the 14th of September 2016 |
| Auditor | Charlie Coldwell |

| Staff Attending | | Meeting | | | |
|------------------------|-------------------|----------------|----------------|--------------|---------------|
| Name | Job Title | Opening | Closing | Field | Office |
| David Van Vynck | Managing Director | Yes | Yes | No | Yes |
| Andrew Harvey | Field Supervisor | No | No | Yes | No |
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| Confirmation of | Opening Meeting | Closing Meeting |
|---|------------------------|------------------------|
| Scope & range of Services | Y | |
| Impartiality & Confidentiality | Y | |
| Availability of staff & timings | Y | |
| Role of the Auditor | Y | |
| Non Conformities | Y | |
| How the certificate is issued | Y | |
| H&S | Y | |
| Non Conformities Raised & Close out explained | | Y |
| Reporting Procedure/ timeline | | Y |

Existing Certification ISO 9001

Overview

Van Vynck use a very good digital reporting and planning system called Service Tracker.

Body of Report

| Requirement from standard | Auditor Comment |
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| 5.1. Client contact | |
| <p>The PCO shall establish & record the declared requirements of the client, taking specific account of any relevant risk factors or client concerns (e.g. clients' business, assets impacted, location,...)</p> | <p>Enquires are handled by emails and telephone communication. Information received is recorded by the office staff. Daily and weekly planning for the technicians is handled on the Digital System called Service Tracker. Unique codes are used on Service Tracker for ease of tracking different site premises. A Qualified surveying team will carry out surveys for new contract sites, assessing the pricing and risk elements. Samples of client contracts were examined, including Premier Freights, Essex. At the moment the management team estimates that 90% of Van Vynck's work are contract sites.</p> |
| 5.2. Site Inspection and monitoring | |
| <p>PCO shall conduct a thorough assessment 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 before any program of intervention is designed or implemented. The assessment shall provide a diagnosis as requested by the client and shall include :</p> <ul style="list-style-type: none"> - 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 could favor their further proliferation - identification of preventive measures required to be taken to mitigate the risks of further proliferation of contamination, infestation or re-infestation - <u>review and evaluation of the effectiveness of previous inspections, treatments and interventions</u> | <p>When a new contract site is set up, risk assessments are placed in the site folder. The site specific risk assessments are then updated accordingly using Service Tracker, should the risks vary. A site visit was carried out with Andrew (Field Supervisor) at Premier Freights in Essex. During the site inspection Andrew correctly examined the surrounding monitoring points, finding no fresh traces of activity. This site had non toxic monitoring bait in position. On completion of visits a clear log of the relevant actions and findings are documented in the inspection report. A copy of this report is emailed to the client and placed in the site folder, the office copy is uploaded onto Service Tracker.</p> |
| <p>The service provider shall record all inspections in accordance with any agreed contract and in compliance with 5.1</p> | <p>Van Vynck use a digital reporting system called Service Tracker for all site reports. Correctly completed reporting documents were explored.</p> |
| <p>When a pest activity is detected, a thorough assessment shall be conducted by a competent person fulfilling a role as defined in annex A & clause 6. The results shall be recorded & explained to the client before any program of intervention is designed & implemented. The assessment shall provide a diagnosis of the situation & at a minimum shall include :</p> <ul style="list-style-type: none"> - the detection & 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 favor their further proliferation - 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 of modifying local practices - a review & evaluation of the effectiveness of previous inspections, treatments and interventions. <p>Particular note shall be made & 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</p> | <p>Andrew (Field Supervisor) was aware of the correct methods for control when pest activity is identified. When he may be faced with a serious risk/problem he will escalate the situation. A formal escalation plan would then be created by the Management Team, this would include photographic evidence of the findings. The escalation report would then be explained and followed with the customer to gain control of the problem.</p> |
| <p>Where the presence of pest organisms is identified, the professional service provider shall make all reasonable endeavors 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</p> | <p>Any issues regarding the attraction and ingress of activity is documented as recommendations for the client to assist with.</p> |
| 5.4. Client and site risk assessment | |
| <p>The service provider shall define the response to the client's third party specifications and recommendations based upon any potential threat to health, assets, and the environment identified within the client's own environment.</p> | <p>A site specific risk assessment was viewed in the on site pest control folder.</p> |
| <p>When considering alternative treatment strategies (see 6 of annex A), the PCO shall consider :</p> <ul style="list-style-type: none"> - any implications arising from the requirements of the nature & structure of the premises, environment & location, activities being performed at the site - the client's attitude to risk (nature of pests, likelihood of presence &/or proliferation, realistic assessment of the potential consequences any such presence would have on the client) - <u>potential impact of the intervention on the environment & non-target species.</u> | <p>Various risk assessments and method statements for pest control duties in the company were sampled.</p> |
| 5.5. Field of legal application | |
| <p>The technically responsible person shall establish formally which regulations are applicable & then select an appropriate control strategy to be included in the pest management plan for the client.</p> | <p>Legislative requirements and health and safety is explained and discussed during team meetings.</p> |
| 5.6. Pest management plan definition | |
| <p>Following the fulfilment of the requirement in 5.1 to 5.5 the PCO shall propose a pest management plan. The plan shall define the appropriate strategy, a timetable of actions, & take into account the type of client/industry & any relevant local site factors.</p> | <p>Scheduling of visits are listed in the site specific folder. Visits are recorded and re scheduling is planned on Service Tracker (Digital Reporting System).</p> |
| <p>The client shall be advised of any area or practice of their operation that could impact on the proposed strategy. Likely scenario could include :</p> <ul style="list-style-type: none"> - during the assessment of the site, no presence of pests was found & the internal environment was correct (not favorable for pest proliferation). Periodic monitoring shall be continued in order to maintain the result of diagnosis. - during the assessment of the site, no presence of pests was found, but the internal or local external environment is such that it could facilitate establishment of an infestation. The PCO shall consider AND advise on : -methods concerning the structure & construction ; prevailing hygiene/sanitary conditions & environment ; actions to train & develop client's behavior or practices ; direct control method over pest in the immediate external vicinity - if presence of pest was found during the site assessment, in addition of activities listed above, advising of methods of direct control over pest within the site | <p>Recommendations are exchanged to the customer within the inspection report and through verbal communication.</p> |
| <p>When defining appropriate methods of control, the principles of integrated pest management shall be followed and include consideration of the following strategies or rational combinations thereof as appropriate for each pest species identified : habitat modification, biological control, physical control, chemical control.</p> | <p>Andrew had a proactive approach to integrated pest management (IPM).</p> |

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| <p>When considering the control methods, consideration shall be given to : risk to local environment, potential to contaminate environmental compartments (agricultural soil or surface waters), potential for primary & secondary poisoning of non-target animals.</p> | <p>When observing the site visit with Andrew (Field Supervisor) he demonstrated a good understanding of non target species. He was aware of the secondary poisoning element involved when using poisons.</p> |
| <p>5.7. Formal client proposal</p> | |
| <p>In cases where the original sales process did not involve a direct visit to site, the service provider shall verify any pre-information before proceeding with service. The PCO shall present the most relevant finding of 5.2 to 5.6 in a logical sequential way to the client & shall detail the logic on which the proposed pest control strategy is based. It shall comprise, as appropriate, the following elements :</p> <ul style="list-style-type: none"> -(a) risk of infestation on the site (existence & likelihood of access) -(b) identification & information on the species or pests detected in the survey -(c) likely origin of the stated species & location within the site -(d) assessment of the level of contamination/pest infestation & the extent to which it is distributed across the site -(e) advice to the client of the potential risks associated with the presence of infestation -(f) factors influencing the access or proliferation of the pests, including local site conditions, structures, sanitary hygiene, work practices -(g) description of the proposed control strategy & details of the methods of intervention, including, where needed, additional steps to restore sanitary conditions on site -(h) description of the proposed preventive strategy, with details of the methods & client's responsibility for follow-up the respective duties according to service provider recommendations -(i) where necessary, an assessment of the need to obtain external assistance (e.g. requirement for municipal services to access an external sewer). -(j) a risk assessment of the implications of the treatment strategy & how this will be deployed. -(k) other information of technical interest that is relevant to specify the situation, to determine any urgent environmental correction measures, technical control operations with reference to future actions, including preventive actions, to be conducted by the client or PCO. -(l) a quotation for the client to sign his acceptance & approval to proceed. <p>Items (b), (g), (k), (l) shall be recorded & presented, and the other as appropriate.</p> <p>In cases where there is no ongoing contract and that the service requested by the client is not recurring, the requirement for a formal document may be limited to (g) and (l).</p> <p>In the case that following an exchange of information between the service provider and the client and where no contract is agreed, the service provider may not provide the formal proposal.</p> <p>The formal client proposal shall include provision to follow up to ensure the service has been effective</p> | <p>The management had completed the formal client proposals and site surveys. The technicians understand the risk involved when conducting field based duties. Knowing the proposed pest management strategy will minimize the risks of infestation on a clients premises. Technicians are permitted to up sell products and services to the customers.</p> |
| <p>5.8. Delivering the agreed service</p> | |
| <p>the PCO shall deliver the service as follows :</p> <ul style="list-style-type: none"> - selecting the appropriate method of control, including any active ingredient and formulation where required (always following the label required) - using a suitable method of application - correct storage and transportation. | <p>The technicians are kept updated about products by reading various magazines, to include PPC and Killgerm. The equipment stored in the company vehicle was stored correctly, with safety data sheets easily accessible remotely.</p> |
| <p>5.9. Disposal of waste</p> | |
| <p>The PCO shall manage & dispose of waste safely & in a manner that will avoid adverse impacts on the environment, people, & non-target species. The PCO shall act in accordance with relevant local & European legislation & code of practice. Waste includes animal carcasses, bird excrement, material & equipment that have no useful purpose & require disposal.</p> | <p>Van Vynck are Government/Environmental Agency members of upper tier waste management. An up to date certificate was checked (Policy Number CB/DM3583TY, valid until 16/08/2017). A consignment note for spent bait and EFK tubes was sampled (Reference Code EXEVAN120169B, 13/09/2016). Other waste elements are segmented carefully and dealt with responsibly.</p> |
| <p>5.10. Formal record, service report and client recommendation</p> | |
| <p>5.10.1. Internal record : the PCO shall retain on file a record of the pest management plan & service delivered which shall include at the minimum all of the following :</p> <ul style="list-style-type: none"> - client name & address serviced - date, time & type of service delivered - name of the product employed the quantity used, the method and area of application - details of any corrective/preventive actions recommended to the client - details on progress (or otherwise) of any previous recommendations made to the client - identification of the professional user | <p>Reporting documents meet the requirements outlined in the EN 16636 standard.</p> |
| <p>5.10.2. Service report & recommendation : the PCO shall issue a report to the client at agreed intervals. The report shall include at the minimum :</p> <ul style="list-style-type: none"> - identification of the service provider - client name & address - confirmation that the agreed service has been completed & reports any deviation - date, time & type of service delivered, including a record of the products used & area of the application - any recommendations of actions to be taken by the client to prevent recurrence - re-entry period into the treated area, if applicable. | <p>All details required were documented in the reports.</p> |
| <p>5.11. Confirm service effectiveness</p> | |
| <p>the PCO shall demonstrate service effectiveness by confirming that the results achieved are in accordance with the objectives in the plan agreed with the client. This may also include additional recommendations for actions to be completed by the clients or the PCO. Following the successful completion of the service the file is closed for single jobs or moved in to monitoring or regular services contracts.</p> | <p>Follow up visitations are carried out when a high risk level of activity is identified by the field operative.</p> |
| <p>5.12. Monitoring</p> | |
| <p>For regular services contracts, the PCO shall define & recommend to the client an appropriate frequency of surveillance visits which assures the protection of the client's assets. The PCO shall record the outcome of each visit and, where evidence of pest activity is discovered, propose suitable interventions in accordance with the process flow of professional services.</p> | <p>A site specific number of routine inspection are implemented accordingly. Follow up procedures are carried out when necessary, as per the clients risk evaluation.</p> |
| <p>6.1. Competence</p> | |
| <p>6.1.1. As a general requirement, personal having the roles identified in annex A shall be able to demonstrate sufficient competence in literacy and numeracy to enable them to be able to fulfil their responsibilities including reading, writing, calculating, and communicating verbally with clients, and being able to interpret client requirements & technical requirements specified in labels, MSDS sheets, and service protocols.</p> | <p>Andrew (Field Supervisor) displayed a good level of competency when carrying out his site inspection.</p> |

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| 6.1.2. The PCO shall have in its permanent staff (i.e. not occasional) a technically responsible person with accountability for supervising the attainment and maintenance of practical & theoretical knowledge along with the necessary technical skills for the performance of pest control activities and their verification within the company. | All of the technicians are full time members of staff. The technicians have a management team in support of daily duties. The management team conduct quality assurance visitations to assess the field based duties. |
| 6.1.3. The PCO shall ensure that the training activities & professional experience are documented and updated continually in order to demonstrate the adequacy of its competence in terms of the range of pests serviced and the methods of pest management used. This documents shall be available upon request. | The technicians are trained to the RSPH level 2 standard. Andrew's (Field Supervisor) RSPH level 2 certificate was sampled (Certificate Number 290923). Staff are also members of the Basis Prompt scheme, Andrew's Basis Prompt number is 20044682. |
| 6.1.4. Prior to commencing delivery of any service in their sector, staff shall participate in specific training & qualifying courses which include a final formal evaluation to verify their comprehension & achievement of competences level described in annex A. | Continual training is achieved by attending courses, events and by online training. |
| 6.1.5. Where staff undergo training to fulfil one of the roles described in Annex A, a training log shall be maintained to show what training has been completed and the results of the assessment of competence | Various staff members training records were viewed. |
| 6.1.6. The PCO shall ensure that people who are in training to fulfill a role defined in Annex A shall work under direct supervision of the technically responsible person or the designated competent person. | Andrew (Field Supervisor) supervises the technicians duties, ensuring work is carried out with competency. |
| 6.1.7. Staff shall have knowledge of the impact of available strategies on target and non-target species | During the site inspection with Andrew (Field Supervisor) he demonstrated a hierarchical approach. He had a good understanding of the Campaign for Responsible Rodenticide Use (CRRU). Code of Best Practices. |
| 6.1.8. The PCO shall ensure that the knowledge & skills of their staff continues to be current & of relevance, by establishing a system of continuing professional development & training for the technically responsible person & each professional user. This update shall be taken when it is considered necessary by the technically responsible person & shall be reviewed at least every 3 years. | The company'S staff are kept updated with current information mainly through the British Pest Control Association (BPCA), attending courses and during team discussions. |
| 6.1.9. At least once a year, professional competence shall be demonstrated by each professional user through assessment by the technically responsible person or their nominee, using a combination of training records, site visits, a personal observation, and be recorded formally. Where there has been a shortfall, the technically responsible person shall be able to demonstrate that a corrective intervention has been made & recorded in the professional user's personal file or training log. | Qualified members of staff conduct quality assurance checks within the business on a regular basis. |
| 6.2. Management of equipment : | |
| The technically responsible person shall have a detailed list of the vehicles and equipment used in the delivery of the service, with related documentation, which includes and adequate maintenance schedule. The maintenance schedule shall include the calibration & adjustment of those items that require it. | Viewed asset list and PPE/equipment maintenance records. |
| 6.3. Supply & use of pesticides | |
| 6.3.1. The technically responsible person shall give preference to methods & interventions in accordance with the principles of integrated pest management (IPM). | Explored samples of method statements used for pest control operations within the company. |
| 6.3.2. The technically responsible person shall ensure that only products approved by the competent authorities are used by the professional users. | Sampled an approved product list. |
| 6.3.3. When selected pesticides for use, consideration shall be given to : - aspects concerning the efficiency - effectiveness (including the consideration of resistance management) & selectivity of the product - environmental impact - animal welfare impact. | A non toxic bait is placed until activity has been identified. Tamper resistant bait stations are used as standard. |
| 6.3.4. The pesticides shall only be used following the instructions stated in the product label. | Products are applied in accordance with the relevant material safety data sheet (MSDS). The application methods are followed from the product label. |
| 6.3.5. The technically responsible person shall provide information to the professional user, to advise the client about risks with respect to the products used, which can include potential impact on persons, good, and non-target species that may be exposed. <u>This shall include information about any re-entry restriction period.</u> | The material safety data sheets (MSDS) are stored in the on site pest control folder, making them available for the customer and technician. |
| 6.3.6. The technically responsible person shall ensure that all precautions are taken to prevent accidental spillages or contact with non-target species. In the event of a spillage or contact with a non-target species an appropriate clean up protocol shall be used and a record of the event shall be maintained. | The technicians will only begin to apply toxic methods of control when activity is identified. Non toxic bait is used for monitoring process. Spillage facilities were in place in the event that a spillage should occur. |
| 6.4. Documentation and recording | |
| 6.4.1. A procedure shall be documented for each type of service to be provided by the PCO. | Method statements were viewed during the audit process. |
| 6.4.2. The PCO shall : - document the type of service that is to be provided to the client & keep on file for a minimum of one year of more in accordance with client & legal requirements - record evidence of activities performed & results achieved to include date intervention, pest, infestation, techniques & pesticides used and any other relevant information - provide information on the specific pest management plan base on the risk assessment necessary to establish the agreed control processes and include the responsibilities, rights and duties of each of the parties to the contract - complete a formal review & assessment of the results, including any further recommendations for the client | Details from the site report are uploaded on to Service Tracker. An email copy of the report is sent directly to the site contact. The office copy is uploaded and stored on the digital system (Service Tracker). |
| 6.4.3. During the delivery of the services, the PCO shall prepare accurate records when on site to include information on : - the products, the quantities used and their active ingredients - recommendations to be adopted by the client before, during, and after the intervention, to ensure a safe & effective service for client, non-target species, and the environment. | The reports detail to the client any pesticides used, the amount used and the active ingredients of the product. Any recommendations appear in the main report body. |
| 6.4.4. Where the services provided require continuous monitoring or control, the records shall include : - the actual plan stating the location and other information of control points - planned monitoring schedule. | A site specific checklist and map detailing the locations of the pest control equipment is placed in the site folder. |

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| 6.4.5. Assessment of the investigation, if necessary root cause of pest infestation & proposals/measures to be carried out by the PCO or the client (e.g. additional treatment, additional monitoring systems, improvement of structures, processed, handling...) | Relevant recommendations listing possible access points and risk elements were written in the site reports. |
| 6.4.6. The PCO shall provide documentation : - to inform & educate the clients - that demonstrates the efficacy of the service provided - that specifies any actions that are necessary by the client in order to prevent further infestation. | The reporting documents detail relevant actions for the clients to assist with. |
| 6.5. Insurance | |
| The service provider shall protect the interests of their clients & members of the public by having an appropriate level of public liability & professional indemnity insurance. | The required level of insurance cover was seen. The insurance company is QBE (Policy Number Y090025). This policy is valid until 07/06/2017. |
| 7. Subcontracting | |
| When the professional service provider subcontracts the provision of pest management services to a third party, it shall remain responsible for ensuring that those services are provided in compliance with the requirement of this European Standard 16 636. | Van Vynck currently only use Safeguard Pest Control for aiding the business. A questionnaire is filled out and assessed by the management team before a sub contractor is approved. |