



Management System Report for

## Anevo Environmental Solutions L



**Date** Thursday the 13th of February 2020

**Standard** CEPA BS EN 16636  
Pest Management Services & Competences

**Address** Suite 8 Radiant House (Unit1)  
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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



<b>Legal name of Organisation</b>	Anevo Environmental Solutions Ltd
<b>Trading Name of Organisation</b>	Anevo Environmental Solutions Ltd
<b>Date</b>	Thursday the 13th of February 2020
<b>Auditor</b>	Charlie Coldwell

<b>Staff Attending</b>		<b>Meeting</b>			
<b>Name</b>	<b>Job Title</b>	<b>Opening</b>	<b>Closing</b>	<b>Field</b>	<b>Office</b>
Stephen Kavanagh	Director	Yes	Yes	Yes	Yes
Laxhsme Rajakumar	Office Manager	Yes	No	No	Yes

<b>Confirmation of</b>	<b>Opening Meeting</b>	<b>Closing Meeting</b>
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

### Overview

Quality and customer care are the key principles of how Anevo operates.

## Body of Report

Clause	Requirement from standard	Auditor Comment
	<b>5.1. Client contact</b>	
5.1.1	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,...)	General enquiries are received through emails, phone calls, web site link and by referrals. The enquiries are recorded and planned is managed with the use of a manual diary, along with an excel spreadsheet for cross referencing. A pricing guideline is in place for domestic situations, this was reviewed for 2020. At the moment the bulk of Anevo's work are routine maintenance contracts.
	<b>5.2. Site Inspection and monitoring</b>	
5.2.1	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 : - 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>	Site specific risk assessments are completed when a new site is set up, these are reviewed annually. Looked at RAMS for Natural Kitchen, Baker Street - 05/01/2020 (full risk matrix was seen). Site visitation was attended with Steve (Director) at Select Meats. During the site inspection with Steve, he displayed good methods for monitoring of potential rodent activity. On completion of his site visit he then created a clear log of his actions within his reporting documentation. A hand written copy of the report is left with his client and the counter copy is returned to the office for storage.
5.2.2	The service provider shall record all inspections in accordance with any agreed contract and in compliance with 5.1	Anevo use a hand written reports to record all site inspection details. Looked at 2020 report examples to include one for Delanco Foods, Leyton - 24/01/2020 (installation of new EFK unit).
5.3.1	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 : - 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. 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 <u>pest infestation</u>	Steve (Director) displayed good inspection techniques and had the correct equipment in position for monitoring. When the technicians are faced with a serious problem/risk they will use the escalation process. The escalation process will involve creating a detailed escalation report, backed up with photographic evidence. Sampled an escalation report for Arnaouti Pitta Bakery, 10/09/2019 (deep cleaning of the ovens was recommended, backed with photographic evidence).
5.3.2	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.	Steve (Director) had a good amount of monitoring and protective equipment in place at Select Meats. Regular site inspection are carried out and all findings are listed within the inspection report.
	<b>5.4. Client and site risk assessment</b>	
5.4.1	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.	Site specific risk assessments were displayed in the on site pest control folder at Select Meats, Essex (Reviewed in June 2019).
5.4.2	When considering alternative treatment strategies (see 6 of annex A), the PCO shall consider : - 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 &amp; non-target species.</u>	Steve (Director) displayed several site specific risk assessments. He explained that no two sites are the same, therefore site specific RAMS are created accordingly.
	<b>5.5. Field of legal application</b>	
5.5.1	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.	Steve (Director) clearly understood the legislative requirements. All technicians are part of the Basis Prompt Scheme (Continual Professional Development). Regular updates are discussed during a fully attended quarterly team meeting. Looked at a tool box talk about site inspections and the correct procedures - 30/01/2020.
	<b>5.6. Pest management plan definition</b>	
5.6.1	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.	The schedule of visits is listed in the site specific folder. The technicians have all visits planned with the aid of an Excel spreadsheet.
5.6.2	The client shall be advised of any area or practice of their operation that could impact on the proposed strategy. Likely scenario could include : - 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 <u>of methods of direct control over pest within the site</u>	Recommendations for the customer are listed in the hand written reporting documentation. The counter copy is stored in the office files.
5.6.3	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, <u>chemical control.</u>	The approach to integrated pest management (IPM) was proactive and clearly undertaken by Steve (Director). This was nicely displayed during the site inspection at Select Meats in Essex.

## Body of Report

5.6.4	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.	During the audit process, Steve (Director) demonstrated a good understanding of any non-target species and the risks of secondary poisoning. All poisons are kept in tamper resistant boxes, for safely reasons.
	<b>5.7. Formal client proposal</b>	
5.7.1	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 : -(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. Items (b), (g), (k), (l) shall be recorded & presented, and the other as appropriate. 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). 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. The formal client proposal shall include provision to follow up to ensure the service has been effective	The management had completed all the site surveys and formal client proposals, examples were explored, including examples for Select Meats. Steve (Director) had a clear understanding of the risks involved, he understood the proposed pest management strategy would minimize the risks of a pest infestation on a clients premises.
	<b>5.8. Delivering the agreed service</b>	
5.8.1	the PCO shall deliver the service as follows : - 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.	Anevo use approved products mainly from Edialux. They receive regular updates from Edialux and the BPCA. Information is fed to the servicing staff during the quarterly team meetings. Products stored in Steve's van were stored correctly, with safety data sheets available for viewing. Minimum stock levels are stored in the company vehicles. Spillage facilities were in place should an accidental spillage occur.
	<b>5.9. Disposal of waste</b>	
5.9.1	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.	Anevo are Upper Tier waste carriers. An Environmental Agency certificate was viewed, registration number CBDU282432, valid until 29/03/2022. A waste consignment note for contaminated packaging (1kg) and EFK tubes (0.2kg) was sampled (ANEVOQ/52019 - 03/12/2019). Where possible old bait is used for burrow baiting techniques. Other waste elements are dealt with responsibly.
	<b>5.10. Formal record, service report and client recommendation</b>	
5.10.1	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 : - 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	Samples of reporting documentation were analysed, including examples for Natural Kitchen, Waterloo - 08/01/2020 (correct details were listed accordingly).
5.10.2	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 : - 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.	The reporting documents were found to be in support of the standard. This was nicely displayed in a completed report for Club Quarters, London - 12/02/2020.
	<b>5.11. Confirm service effectiveness</b>	
5.11.1	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.	Steve (Director) and servicing staff will carry out additional visits to site if activity is at a high risk level. This was displayed through the follow up procedure when required.
	<b>5.12. Monitoring</b>	
5.12.1	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.	Any monitoring and follow up procedures are recorded upon completion, as per the clients risk evaluation.
	<b>6.1. Competence</b>	
6.1.1	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.	Steve (Director) displayed a good level of competency when carrying out his technical duties around Select Meats in Essex.

## Body of Report

6.1.2	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.	Steve (Director) helps to support his technicians should they need further assistance.
6.1.3	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.	All the servicing team are RSPH level 2 qualified. Stephen Kavanagh's RSPH Level 2 Certificate Number is 3817. The whole team are members of the Basis Prompt scheme (Continual Professional Development - CPD), Steve (Director) membership number is 20029211.
6.1.4	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.	Staff are updated during team meetings (Tool Box Talks). Looked at a tool box talk about site inspections and the correct procedures - 30/01/2020. Normally these meetings are undertaken on a quarterly bases.
6.1.5	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	Updated training is carried out through the Basis Prompt Scheme (CPD - logs were sampled).
6.1.6	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.	Stephen Kavanagh (Director) works closely with his field operatives, to ensure staff are competent and quality levels are of a high standard.
6.1.7	6.1.7. Staff shall have knowledge of the impact of available strategies on target and non-target species	All staff members are aware and abide by the Campaign for Responsible Rodenticide Use (CRRU), code of best practise. This was nicely displayed during the site inspection of Select Meats, Essex.
6.1.8	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.	Staff achieve continual professional development (CPD) points by attending event, seminars, online quizzes and during tool box talks. They are also kept nicely updated through the British Pest Control Association (BPCA).
6.1.9	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.	Steve (Director) conducts quality assurance checks around contract sites on a monthly bases. Looked at a quality assurance report on Gordon (Technician), 22/11/2019 (good site conditions and practises were noted - Pitta Bakery).
<b>6.2. Management of equipment :</b>		
6.2.1	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.	Steve (Director) had the relevant documentation listing assets used for company duties. PPE and equipment checks were carried out on 19/12/2019.
<b>6.3. Supply &amp; use of pesticides</b>		
6.3.1	6.3.1. The technically responsible person shall give preference to methods & interventions in accordance with the principles of integrated pest management (IPM).	Steve (Director) presented several method statements for the pest control duties within the company. These have been updated for 2020.
6.3.2	6.3.2. The technically responsible person shall ensure that only products approved by the competent authorities are used by the professional users.	An approved schedule of pesticides was explored. This matched what was stored in the vans.
6.3.3	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.	Where possible non toxic methods of control are carried out. Recommendations for environmental modification to prevent ingress were evident in the reporting documents. This was nicely displayed during the site inspection at Select Meats, Essex.
6.3.4	6.3.4. The pesticides shall only be used following the instructions stated in the product label.	Products are used in accordance with the relevant safety data sheet. The required method for application is followed from the product label. This was nicely displayed during the site inspection at Select Meats, Essex.
6.3.5	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 available for the customer and technician within the on site pest control folder. Updated MSDS was seen in the site book at Select Meats, Essex.
6.3.6	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 use poisons when activity is present, non-toxic bait is used for monitoring purposes. Spillage equipment is provided in the technicians vehicles.
<b>6.4. Documentation and recording</b>		
6.4.1	6.4.1. A procedure shall be documented for each type of service to be provided by the PCO.	Risk and Method statements (RAMS) were viewed during the audit. All RAMS are site specific.
6.4.2	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	All reporting documentation is hand written, a hard copy is left with the customer and the counter copy is kept at the head office. The reports cover the correct details required to meet the standard (EN 16636).
6.4.3	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 list any pesticides used, active ingredients and the quantity used during application. Any recommendations are listed for the client to check and complete corrective actions when necessary.
6.4.4	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 generic locations sheet is tailor made for each individual site. This gave the locations of the bait protection and the amount installed within that area. This was seen to be accurate during the audit and site inspection of Select Meats in Essex. When appropriate site maps are created for exact location details.
6.4.5	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...)	Evidence of possible route cause and ingress points were listed in the reporting documentation.



## Body of Report

6.4.6	<p>6.4.6. The PCO shall provide documentation :</p> <ul style="list-style-type: none"> <li>- to inform &amp; educate the clients</li> <li>- that demonstrates the efficacy of the service provided</li> <li>- that specifies any actions that are necessary by the client in order to prevent further infestation.</li> </ul>	<p>Steve (Director) will always interact with his customers to display areas that require attention/corrective actions.</p>
6.5.1	<p><b>6.5. Insurance</b></p> <p>The service provider shall protect the interests of their clients &amp; members of the public by having an appropriate level of public liability &amp; professional indemnity insurance.</p>	<p>The correct level of insurance cover was displayed. This insurance policy is with Rees Astley (Public Liability, 5 Million - QIC Europe Ltd, 5284744), (Public and Products Excess Loss, 5 Million - China RE, 5287061), (Public and Products Liability Excess Loss, 10 Million - MS Amlin, XSPLMSA190637). All these policies are valid until 22/08/2020.</p>
7.1	<p><b>7. Subcontracting</b></p> <p>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.</p>	<p>At the moment Anevo are not using any sub contractors to assist the business. Should they require one they will seek a BPCA member company.</p>