

## ROMA PROTOCOL

### **A Commitment to Professional Standards for the European Pest Management Industry**

The Representatives of the CEPA, the European Pest Management Industry Association that comprises National Pest Management Industry Associations, International Manufacturers, Distributors and Service Companies, believe that it must be our strong commitment to develop the professionalism, skills and knowledge of all Professional Operators within the Environmental Hygiene and Pest Management Industry.

The Orlando Protocol developed and signed in 2003 by leading industry companies and associations states:

*“We believe that all citizens have a right to live in an environment where every effective effort is made by government and industry working together to minimise the impact of disease on the peoples of the world.”*

The CEPA Membership is committed to the following aims:

- To make Consumers, Public Officials and Legislators fully aware of the professionalism of trained operators within the Pest Management Industry.
- To improve the professional and business standards and skills of all Companies and staff within the Pest Management Industry.
- To promote the Continuous Professional Development (CPD) of all staff within the Pest Management Industry.

Our commitment is based on these fundamental principles:

- To develop a policy valid throughout Europe for certification of companies or individuals (as applicable under local legislation), along with criteria to enter and operate within the profession.
- To develop common criteria concerning the quality of services through participating in the work of CEN (European Committee for Standardisation).
- To ensure that professional companies operating within national markets have appropriate minimum levels of insurance. In some cases this may be at a higher level than required by local legislation.
- To develop a common basis for the management of customer complaints, which includes an audit procedure for the recording and resolution of complaints.

**We believe that the Pest Management Industry in each country should work to influence its national government to support the following requirements:**

#### **Authorisation**

- Obligatory certification by each National Association (this does not infer that any company must be a member of a national association).
- An authorisation issued by the recognised Public Authority and National Associations together.
- An Obligatory public authorisation for the use of Biocidal Products for specialist fumigation activity.

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### Training

For the maintenance of the above Authorisations it is necessary for training upon employment and periodic updating in the following areas: Technical, Commercial, Administration and Customer Service. The training must cover:

- Biology and Entomology
- Characteristics of General Biocidal Products
- Risk Management to include Environmental Impact and Consumer Awareness
- Operator safety

Professional competence should be demonstrated for every technician through examination and certification. The form of examination should include both written and practical elements. The Examining Board should comprise, at a minimum, representatives of local or national government, acknowledged academic bodies a qualified representative of the national industry association on behalf of CEPA.

### Products

The trained professional should demonstrate that they have the necessary knowledge and competency for the appropriate, effective and safe application of products.

It is recommended that every pest management company should have procedures for the safe storage, transport and application of Biocidal products to protect the operator, consumers and the environment.

The representatives of all suppliers of products and application equipment for the pest management industry support the commitment to the research and use of reduced risk products and technologies, to preserve the quality of environment and public health.

### Consumers

During the delivery of pest management services, there is a commitment from the pest management industry to provide comprehensive and objective information to the consumer. The Industry also agrees to adopt appropriate levels of insurance covering both employees and the consumer.

### National and European Governments

The pest management industry commits to operate within the legislative framework of national governments and encourage every European National Government, The European Parliament and European Commission:

- To take into account the high level of industry expertise and professionalism.
- To establish standards for a grade of professional pest management staff.
- To harmonise the use and implementation of standards across the European Pest Management Industry.