



Code of Best Practice Professional Reports

Version 1. December 2020.

British Pest Control Association Code of Best Practice for Professional Reports


A BPCA Code of Best Practice is a set of written rules which explains how people working in our industry should behave in a particular situation. It encompasses relevant legislation but is not the law in itself.

However, were a member to act outside of the norms outlined in the COBP, they may be subject to disciplinary action or be in breach of legislation. Members must abide by Codes of Best Practice

in their day-to-day work. Failure to do so may result in disciplinary action up to and including dismissal from the Association.

Version 1. December 2020.

[bpca.org.uk/codes](https://www.bpca.org.uk/codes)
Driving excellence in pest management

 01332 294 288
 @britpestcontrol

British Pest Control Association Code of Best Practice for Professional Reports

The supply of information to customers on the activities you have carried out at their site/home is of the utmost importance.

When an end user employs a professional pest management company, be it residential or commercial, they will have certain expectations which will include receiving clear, detailed information on the actions you have taken, any recommendations made to the customer, and information on any pesticides that may have been used.

This is commonly referred to as a 'treatment report'.



Any work carried out, such as proofing, must be documented in your report. Image: Gulliver Hill, Pestology.

This Code of Best Practice (COBP) seeks to clarify what BPCA members must provide to all customers as a minimum, in terms of treatment reports.

Legislation

The recording of information is a vital way to protect yourself in the event that legal action is taken against you.

A treatment report will form part of your evidence/defence, should

"This Code of Best Practice (COBP) seeks to clarify what BPCA members must provide to all customers as a minimum, in terms of treatment reports."

you need to show that you carried out the appropriate actions, safety measures, information sharing and visit quantities.

Some pieces of legislation you'll need to keep in mind when carrying out your pest management work and writing up the subsequent report, are:

- Biocidal Product Regulations

your activities thoroughly, you have no way of proving you followed the law correctly.

Essential processes and content

The following items are those that must always be carried out and followed as a BPCA member, whether it is in handwritten or electronic format.



Reports must have a customer signature or electronic confirmation, which shows they have read and understood the treatment report.

- (BPR) 2012 - (label conditions)
- Control of Pesticide Regulations (COPR) 1986 - (label conditions)
- Health and Safety At Work Act 1974
- Control of Substances Hazardous to Health (COSHH) Regs 2002
- Animal Welfare Act 2006
- Wildlife and Countryside Act 1981.

These pieces of legislation may be used in a case against you, and if you do not record

Verbal communication, on its own, is not acceptable.

1

Every visit you carry out, you must complete a detailed report and leave a copy with the customer.

2

In the instance that you have multiple customers (tenant/landlord), you must ensure the occupier of the premises has details on the

British Pest Control Association

Code of Best Practice for Professional Reports

actions taken and the pesticides used. This must be done direct, in addition to the paying customer.

3

Information on any chemicals used must be provided. Active ingredient, trade name, quantity and location (ie behind kickboards in kitchen), should all be included as a minimum.

4

If you have any recommendations for hygiene, proofing and housekeeping then this must be recorded on the report.

5

Reports **must** be dated.

6

Reports **must** have the technician's name and signature, and must be legible.

7

Reports **must** have a customer signature or electronic confirmation, which shows they have read and understood the treatment report.

8

Any post treatment requirements must be included within the report or in a supporting document.

9

Any warnings must be discussed and recorded with the customer, for example, do not go into the treatment area until dry.

10

Any relevant follow up information must be stated on the report.

Advisory - recommendations

The following items may not be necessary for every customer but, where possible, it is good practise and professional to:

11

Provide the customer with detailed information on the pest you are treating, eg advice leaflets. BPCA can provide leaflets for the following pests:

- Rats
- Mice

- Fleas
- Stored Product Insects
- Squirrels
- Wasps.



The British Pest Control Association requires that its members meet a range of criteria including strict abidance to all of our Codes of Best Practice. You can search for our members on the BPCA website bpca.org.uk/find

BPCA makes strenuous efforts to ensure the accuracy and current relevance of its publications, which are intended for use by technically competent persons.

However, this does not remove the need for technical and managerial judgement in practical situations. Nor do they confer any immunity or exemption from relevant legal requirements, including by-laws.

If you suspect something in this document is incorrect or out of date, please report it to technical@bpca.org.uk so we can review it.

Version 1: December 2020

Further reading

- BPCA Treatment Report Template
- BPCA Guidance On-Site Folder Contents
- Biocidal Product Regulations (BPR) 2012 - (label conditions)
- Control of Pesticide Regulations (COPR) 1986 - (label conditions)
- Health and Safety At Work Act 1974
- Control of Substances Hazardous to Health (COSHH) Regs 2002
- Animal Welfare Act 2006
- Wildlife and Countryside Act 1981.