

Pest Control

Good Hygiene Practice
Guide No 3



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HACCP Chart Reference

Receipt / Storage / Preparation / Cooking / Service

Legal Requirements

Food Safety Regulations require food business operators to prevent animals and pests from causing contamination by taking the appropriate, adequate, measures.

It is a strict offence if food is considered to be injurious to health and unfit for human consumption due to contamination from things such as pests

There are also general requirements to ensure:

- That the design structure and layout of food premises are to permit good hygiene practices and to prevent sources of contamination, particularly from pests
- That adequate procedures are in place to control pests

Food Safety Hazards

The presence of pests in any food establishment is unacceptable and poses a significant risk including:

- The spread of disease from the gut or external areas of the pest
- Contamination of work surfaces and equipment
- Damage to property
- Damage to food stock
- Enforcement action
- Loss of reputation

Definitions

A pest is any animal, insect or bird that can damage or contaminate food. Common pests include rats, mice, birds, cockroaches, flies and stored product insects, such as weevils, beetles and mites.

Many animals, birds and insect pests carry food poisoning bacteria which can cause illness



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Signs Of Pest Infestation

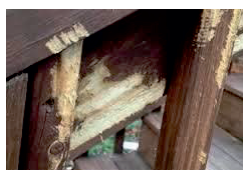
All colleagues must complete their Food Safety E-Learning module, that explains the signs of pest activity within catering environments and the escalation processes to follow.

Colleagues must be aware of and check for the following signs of pest activity:

Area	Signs of Activity	Good Hygiene Practice	Corrective Action
Floor	Look for pests (live or dead), droppings / urine / gnaw marks Particularly look along skirting boards and under equipment	No live / dead pests, droppings / urine / grease marks found on floor	Sweep up droppings / clear urine / grease with disposable paper towel before mopping and disinfecting floor
Shelving & Work Surfaces	Look for pests (live or dead), droppings / urine / gnaw marks Remove items and check behind objects	Shelving cleaned and disinfected prior to daily use.	Remove any debris / contamination. Clean with soapy cloth then disinfect and wipe with disposable paper towel.
Crockery & Utensils	Remove crockery and utensils from their containers. Look inside for evidence of pests / droppings	Clean crockery and place utensils in plastic lidded containers overnight.	Unprotected crockery/utensils must be washed (cleaned) prior to placing in the dishwasher (disinfection)
Food	Visually check food for signs of gnaw marks, holes in packaging, spilled product on shelving, droppings	No food left out. All ambient food stored in plastic lidded containers overnight.	Any food found to have evidence of pest damage must be disposed of.
Disposable Packaging	Check that food packaging is intact with no droppings / urine / gnaw marks	Food packaging stored in plastic lidded containers to reduce risk of contamination	Any damaged / contaminated packaging must be disposed of.



Contaminated food



Gnaw marks



Chewed cables



Damaged packaging

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Pest Control Measures

Compass Operating Checks:

- Check food deliveries for any signs of pest contamination or damage
- Do not leave food deliveries outside where they may be attacked by pests or animals.
- Check the premises daily for signs of pest infestation
- Record the absence of pests on the **Opening HSE Checklist**.
- Look for rodent droppings, insect bodies and damaged stock.
- Look especially beneath and behind equipment and undisturbed areas.
- Remove any evidence of droppings / insect bodies daily and record where they were located to allow effective monitoring thereafter
- Look for gnawed food packaging and damaged structure, greasy smear marks along the bottom of walls as a sign of a pest activity
- Ensure that windows and doors are provided with insect-proof screens where they open directly on to food preparation areas, and remain open for ventilation during food preparation.
- Screens should be removable or accessible for easy cleaning
- Ensure that electronic fly killers, are kept clean and serviced regularly and not sited over food preparation tables or equipment storage racks.
- Avoid water leakages and moisture build up within the kitchen. Fix any leaking pipes, provide ventilation to moist areas, mop up any spillages.
- Keep food rooms free from clutter and loose paper



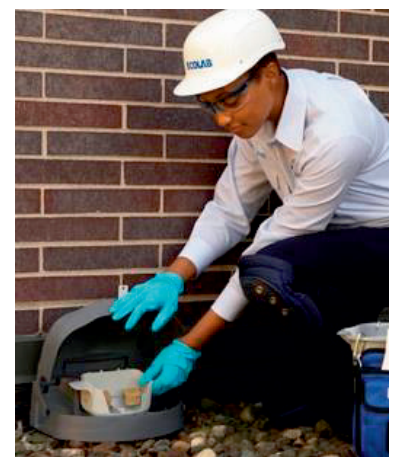
Pest Contractor Visits:

Ensure that you are advised of any treatment being conducted by specialist pest control contractors. Check what activity is reported and what actions need to be undertaken.

Keep records of all pest control contractor visits to your unit. Where there is a pest control contractor employed to carry out routine monitoring, obtain from the person responsible for the administration of that contract copies of:

- Details of the scope of the pest control contract
- Survey details / contractor reports
- Bait station locations
- Material Safety Data Sheets for the pesticides that are being used

After the pest contractor confirms the unit has been cleared of pests, continue to monitor for 7 days, then carry out the regular checks as per usual routine.



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Reporting Pest Problems

Compass Guidance:

If you discover signs of pest activity within the catering operation inform your Regional Manager and the Client immediately. All pest control problems must be reported using the Accident and Incident (AIR3) HSE Online Form accessible via the HSE Connect page

Do not try to deal with the problems or use pesticides yourself. If Compass (you) are responsible for the pest control, contact the Company's nominated pest control contractor. (**Rentokil; Key Account Helpdesk, keyaccounts-uk@rentokil.com - 0203 697 3033**) to carry out treatment and advise on any proofing measures necessary.

If there is a serious pest infestation contact your sector HSE Manager immediately for specialist food safety advice

Pest Escalation Process



Primary Authority Assured Advice

The following Compass pest escalation procedure has been approved by the company's food safety Primary Authority partnership and deemed to meet all necessary legal requirements in such situations.

By following this guidance Compass units can safeguard against possible further enforcement action being taken by local enforcing authorities.

Compass Guidance:

Following signs of pest activity in your unit the following actions should be undertaken:

- If you are responsible for pest control, contact the Company's nominated pest control contractor immediately
- If you are not responsible for pest control ensure the issue is logged and escalated to the client responsible for pest control and notify your Regional Manager immediately
- Specific pre-opening checks must be undertaken by the Unit Manager / Supervisor and recorded on the **Pest Control Checklist** - (see appendix 1)
- Ensure that all work surfaces, equipment and utensils are thoroughly sanitized wherever pest activity has been found including the floor.
- Dispose of any food or consumables that may have been contaminated by pests.
- Care should be taken when cleaning as pest contamination can cause disease, and gloves should be worn at all times during this task.
- Any remaining food should be kept in pest proof lidded storage containers and any food debris or waste should be cleared up straight away.

Please see **Pest Escalation Process** on following page

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Compass Pest Escalation Process

Pest Activity	Fit To Trade	Management Actions	Housekeeping Measures
<p>Level 3</p> <p>Light 'evidence', droppings, smell, signs of chewed packaging, but no actual bodies live or dead</p>	Yes	<ul style="list-style-type: none"> Note activity on Opening HSE Checklist Report situation on AIR3 Call pest control Contractor Inform Regional Manager via e-mail / telephone 	<ul style="list-style-type: none"> Store all light equipment and utensils, disposables (including parchment, wrapping materials, cling) and foods in plastic lidded containers (these may need to be emergency-purchased locally, obtain RM authorization for spend) Ensure that no utensils, disposables or food is left outside secure boxed storage when we are closed. Clean and thoroughly sanitise all surfaces prior to operating every morning Move plates, bowls, utensils, disposables or anything that food comes into contact with up from lower shelves, with nothing stored on the floor. Cover all cutlery, stirrers, crockery, utensils with cling film at the end of service to protect from contamination overnight. Fully empty display fridges and units each night. Place extra focus on cleaning including underneath and behind appliances Ensure that the unit is kept tidy, so that signs of pests can be easily spotted Report any holes in walls or gaps under doors to your maintenance provider, record the request in the unit's HSE Logbook. Ensure that maintenance requests are addressed promptly. Escalate if not fixed within 1 week to your line manager to escalate at client level
<p>Level 2</p> <p>Light Active/Dying Pest Infestation - dead bodies only found, no active/live pests</p>	<p>Yes</p> <p>But consider reducing in-house made offers and moving to bought-in pre-wrapped foods only.</p>	<ul style="list-style-type: none"> Report new sightings to pest control technician Escalate new activity to Regional Manager via e-mail or telephone Inform sector HSE Manager via e-mail or telephone Report via AIR3 Brief all staff regarding spotting the signs of pest activity Instruct all staff to report any signs of activity immediately 	<ul style="list-style-type: none"> Implement all actions listed above Complete Pest Control Checklist (available via HSE website) Check doors seals are in place and that there are no gaps or places where pests can hide. Escalate outstanding maintenance requests urgently for seals and gaps to be filled.
<p>Level 1</p> <p>Major Active/Live Pest Infestation e.g. lots of droppings / grease smears / various stages of life-cycle of cockroach / active holes / actual sightings of live pests.</p>	<p>No</p> <p>Temporary voluntary closure</p>	<ul style="list-style-type: none"> Immediately notify Pest Control provider by phone and e-mail Close the unit Report on AIR3 Notify Regional Manager and Sector HSE Manager via telephone Arrange conference call with HSE Manager & Ops Manager to discuss next steps Dispose of any foods and disposables likely to be contaminated Arrange possible deep clean 	<ul style="list-style-type: none"> Close the unit until 48hrs without any sightings or evidence of pest activity

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Compass Pest Escalation Checklist

Pest Escalation – Daily Checklist																																	
Unit Name & Address	Month														Year																		
	Days	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
1. Have any vermin / droppings / grease marks / urine been sighted. (Yes or No)																																	
2. Floor surfaces under food racking checked for rodent droppings.																																	
3. Floor surfaces under dishwasher checked for rodent droppings.																																	
4. All floors cleaned and disinfected prior to food prep.																																	
5. Refrigerators / freezers pulled out and floor checked for rodent droppings. Check within vent section of equipment for droppings / vermin.																																	
6. Brush strips to production area doors intact.																																	
7. Visual check of cupboards and shelves for droppings / damage.																																	
8. Open shelving cleaned + disinfected prior to food prep.																																	
9. Food contact surfaces cleaned and disinfected before use – 2 stage cleaning.																																	
10. Soft furnishings checked for rodent droppings / damage.																																	
11. No food left out overnight – stored in plastic lidded containers. Lids cleaned + disinfected before opening.																																	
12. Crockery / utensils stored in plastic lidded containers overnight. Lids cleaned & disinfected.																																	
13. Disposable food packaging stored in plastic containers overnight. Lids cleaned & disinfected.																																	
Managers Initials																																	
Instructions: 1. Tick to indicate the action has been undertaken 2. Where action is required enter 'X' in box column to confirm daily check has been made. 3. Record detail of any action required opposite	Corrective Actions:														Date																		
	Action(s)	1. 2. 3.																															



Additional Guidance

1. Preventing cross contamination
 - Refer to **Good Hygiene Practice Guide No: 4 - Cross Contamination** for guidance on how to minimise cross contamination risks
2. Personal hygiene
 - Refer to **Good Hygiene Practice Guide No: 2 - Personal Hygiene** for guidance on good personal hygiene practices / uniform & PPE / food handlers return to work following illness
3. Maintenance & repair of catering premises
 - Refer to **Good Hygiene Practice Guide No 14 - Food Premises** for guidance regarding maintenance and pest proofing of catering premises
4. Primary Authority Assured Advice
 - Refer to **HSE Website / Food Safety / Primary Authority** - for further details around the assured advice issued against the Compass pest escalation procedures