



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

## **PEST PREVENTION MANUAL**

This folder and its contents are confidential and must not be divulged to any third party, except as required by the client's contractual arrangements.

This manual must be made available to the pest controller following each visit so we can assist you in maintaining it up to date and complete.



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

## Contents

1. Specifications
  - a. Objectives
2. Extent of contract
3. Pest and serviced covered
4. Services available
5. Visits and treatments
6. Pesticides
7. Security
8. Record of visits
9. General policy
  - a. Integrated pest management
10. Purchase of pesticides
11. Policy on health and safety
  - a. General
12. Health and safety at work etc. Act. 1974
13. The control of pesticides regulations 1986
14. The control of substances hazardous to health regulation
15. 1988 (COSHH)
16. Policy on environmental protection
17. Management policy for the use of pesticide
  - a. Commitment
18. Aims
19. Principles of action
20. Training and qualification of pest control technicians
21. Quality assurance
22. Health and safety information
23. Products which may be used
24. Rodenticides general safety information
25. Rodent control
26. Precautions
27. Insecticide – general safety information.
28. Advice for customers



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

## SPECIFICATIONS

### OBJECTIVES

- To maintain a pest controlled environment whenever possible
- To visit, inspect and treat at the specified intervals
- To respond any emergency call out within 1 working day
- To deal with any infestation promptly, thoroughly and efficiently
- To inform the clients of any proofing requirements evidence of pest not covered by the contract or any action required to maintain pest control premises are observed during any visits
- To identify insects upon request

### EXTENT OF CONTRACT

- The contract covers the premises or parts of the premises specified on the contract

### PEST AND SERVICES COVERED

- The contract covers all of the pest and services agreed below

### SERVICES AVAILABLE

- Advice in quotation for any pest problem including insect identification are available free of charge
- Treatment for pest not covered by the contacts are charged at a price agreed at the time of survey
- In particular the following services are available  
(Please tick below the services agreed)
  - Rats
  - Mice
  - Fleas
  - Wasps
  - Flying insects
  - Crawling insect
  - Store product pests
  - Provisional ULV killers



# PESTRAP

PEST CONTROL FOR HOMES AND BUSINESSES...

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

- Servicing maintenance of ULV flying insect machines
- Insect proof screen and doors
- Insect monitoring traps
- Rabbits
- Moles
- Pigeons
- Bird control
- Bird proofing
- Squirrels
- Feral cat
- Anti static carpet treatment
- Space fogging fumigation or disinfecting

## **VISITS AND TREATMENTS**

- a) Visit and treatment will be carried out for the pests or services as specified in the contract.
- b) The premises will be thoroughly inspected.
- c) In particular for contracts covering rats and mice.
  - \* Permanent monitoring/baiting points will be established and numbered in accordance with the location plan.
  - \* Tamper-resistant bait boxes will be used where appropriate.
  - \* On each visit the technician will examine each bait point, replace bait as necessary and date the box (if required).
  - \* Where there is evidence of rodent activity, revisits will be made as necessary at no extra charge.
- d) The technician will complete an inspection report, which will be left with a nominated member of staff.
- e) The technician will discuss the report and advice on any action the client should take. This includes proofing requirements and other action necessary to reduce risk of infestation or re-infestation.

## **PESTICIDES**

- (a) Only pesticides approved by the Dept of Environment & Rural Affairs (DEFRA) and the Health and Safety Executive will be used.
- (b) All pesticides will be used in accordance with the approval and label instructions



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

- (c) The technician will ensure the pesticide is used and placed so as not to pose a risk to personnel, products of the environment.
- (d) All technicians are suitably qualified and trained.

## **SECURITY**

all technicians will:

- a) Carry official identity card and authorisations
- b) Abide by your company instructions regarding safety, security and hygiene which have been issued to them
- c) Not divulge any information to any third party

## **RECORD OF VISITS**

Following each programmed or callout visit, the technician will complete a service report detailing:

- (a) Evidence of infestation
- (b) Bait stations missing or damaged
- (c) Any bait stations not able to be examined
- (d) Recommendations including proofing
- (e) Evidence of other pest infestations observed during the visit and not covered by the contract
- (f) The pesticides & amounts used
- (g) The technician will file service report and complete any other report as necessary

You should nominate a person to sign the form. This is to assist us in guaranteeing the visit has been property undertaken.

You should ensure the report is filed immediately in this section of the contract manual & record logbook. This will assist you in your quality checks and can be used as part of your due diligence defense should this be necessary.



**PESTRAP**

PEST CONTROL FOR HOMES AND BUSINESSES...

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

## **GENERAL POLICY**

### INTEGRATED PEST MANAGEMENT

The Company believes that professional pest control should be based on Integrated Pest Management (IPM). This is defined as:

***“The co-ordinated use of pest and environmental information with available pest control methods to prevent unacceptable levels of pest damage by the most economical means and with the least possible hazard to people, property and the environment.”***

The basis of good IPM is correct assessment. Assessment of the pest and its biology, the best methods of control given the circumstances in which the pest is found and the use of those methods in a way which will create least risk to the technician, the public and the environment.

A properly trained technician will make assessment by:

- 1) Assessing the extent of the problem by carrying out a full survey, using monitoring traps where necessary.
- 2) Assessing whether the problem can be solved by using good housekeeping, e.g. proper cleaning schedules and denying the pest harbourage and access to food/drink sources.
- 3) Assessing whether the problem can be resolved by non-chemical means, e.g. temperature control, trapping or proofing.
- 4) Assessing what, if the problem cannot be resolved by either 2 or 3 above, is the most suitable pesticide to use. Suitability means an assessment of the active ingredient and type of formulation. It also means choosing the product that causes the technician, general public, wildlife or the environment least exposure to pesticides. This includes products that are packed in the most suitable form (i.e. unit dose packs), or are used in the most suitable way (i.e. ULV instead of logging or crack and crevice treatments instead of broadcast spraying).
- 5) Assessing what should be done after the treatment to make owners or occupiers aware of the treatment so that they are not left in any hazardous situation.
- 6) Assessing whether further monitoring and treatments are necessary.

### PURCHASE OF PESTICIDES

- (a) The most effective and safest product will be used regardless of cost.
- (b) As new products become available they will be properly evaluated and used as appropriate.



- (c) Pesticides will only be obtained from a supplier providing quality products and a complete technical support service.

## **POLICY ON HEALTH AND SAFETY**

### **GENERAL**

As a professional company we are committed to take all reasonably practicable steps to ensure:

- (i) The health, safety and welfare at work of all our employees.
- (ii) Health and safety of all persons other than company employees who might be affected by our operations, whether they are at work or not.

### **HEALTH AND SAFETY AT WORK ETC. ACT 1974**

As a professional company we understand our general duty of care under this Act and also the specific duty under Section 6 to provide information to customers concerning products used in pest control operations. We have fulfilled our duties under Section 2, 3 and 4 of the 1974 Act in respect of the provisions of the Management of Health & Safety at Work Regulations 1992.

### **THE CONTROL OF PESTICIDES REGULATIONS 1986**

We are committed to fulfilling our obligations under these regulations in respect of our activities in storing, supplying and using pesticides. Particularly, we will take all reasonable precautions, with regard to storage, transport and use, to protect the health of human beings, creatures and plants and to safeguard the environment. We recognise the need for adequate training of employees to ensure they are competent for the duties they will be called upon to perform.

### **THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATION 1988 (COSHH)**

We have implemented the relevant sections of these regulations which cover the following areas

- Assessment of risk
- Provision of control measures
- Use and maintenance of control resources
- Provision of information, instruction and training
- Monitoring of exposure



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

- Health surveillance

Product safety data sheets for all products, used in our pest control activities are on the file.

## **POLICY ON ENVIRONMENTAL PROTECTION**

The company is aware of our general duty of care regarding the environment and in particular the legal requirements on disposal of waste materials.

All waste packaging, pesticide and ULV tubes will be disposed off in compliance with all relevant legislation through approved contractors.

The following management policy has been adopted and covers not just public health pesticide but also amenity, horticultural and agricultural pesticide used by the company.

## **MANAGEMENT POLICY FOR THE USE OF PESTICIDE**

### **COMMITMENT**

The company is committed to protecting the built and natural environment. The management policy for the usage of pesticides will help to achieve these commitments through the following principles of action

### **AIMS**

The company will

- 1) Minimise, as far as is practicable, the use of pesticide whilst maintaining control of pests.
- 2) Review current control methods with the aim of bringing into use safer practices where they are available.
- 3) Ensure that information on available pest control techniques is made accessible to all technicians to enable informed decision on pest management to be made.
- 4) Adopt, where practicable, non chemical alternative to pesticides such as manual or mechanical control methods and animal trapping.
- 5) Use pesticide which pose the least risk to employees, the public domestic and wild animals and the environment where the use of non chemical alternative is not possible
- 6) Use methods of application that minimise the risk of workers exposure and minimise risk to members of the public and environment.





**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

- 7) Gather and make available information on all pesticide use by the company to all our employees and clients.

### **Principles of Action**

The Company will implement the Management for the Usage of Pesticides through the following principles of action.

- 1) Assessments will be carried out to ascertain the extent of any given pest problem and the level and type of control required
- 2) Reviews will be undertaken as to the options available for the control of pests including manual and non-chemical methods including animal trapping
- 3) Pesticides working group, consisting of managers and technicians involved in pest management will be established within the Company which will co-ordinate the implementation of this policy
- 4) A programme of actions to reduce the use of pesticides by the Company and its contractors shall be developed and regularly reviewed
- 5) Management systems shall be developed and regularly updated to ensure that the aims of this policy are achieved
- 6) All staff involved in pest management will be suitably trained and made aware of current information on pesticides and pest control techniques to ensure that they are competent to perform their duties
- 7) Owners, occupiers or other relevant persons will be informed of health and safety implications of the application of pesticides on their property
- 8) The Company will only use pesticides which are approved under the Food and Environmental Protection Act 1985
- 9) The Company will ensure that it complies with all relevant legislation concerning the purchase, storage and use of pesticides including the Food and Environment Protect Act 1985 (FEPA), the Control of Pesticides Regulation 1986 (COPR) and the Control of Substances Hazardous to Health Regulation 1994 (COSHH)



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

## **TRAINING AND QUALIFICATION OF PEST CONTROL TECHNICIANS**

All our pest control technicians have a recognised qualification and receive ongoing training according to our activity needs. We are committed to the continuing professional development of all our technicians. Details of individual technician's qualification and training are available upon request

## **QUALITY ASSURANCE**

We aim to guarantee your confidence by providing a high quality pest control service with our highly trained staff using modern, effective products and high quality equipment. The service is constantly reviewed, audited and improvement instigated.

Regulate additional quality assurance visits will be carried out.

Should we fail to maintain our quality service, we will immediately investigate and take appropriate remedial action.

### Effective Treatment: Your Assistance

- 1) Do not touch, move or damage rodent bait boxes or insect monitoring baits unless instructed by a pest control technician
- 2) To avoid the risk to humans and non target animals and birds if between scheduled visits bait points are disturbed or dead rodents are found, it is the responsibility of the client to remove any spilt bait or dead rodents immediately and contact the pest control help line on 020 7193 7293.
- 3) Flea Treatment – do not clean the treated areas for 14 days
- 4) Ant treatment – Do not clean treated areas for 14 days if possible.

Thank you very much for helping us to provide effective treatment

## **HEALTH AND SAFETY INFORMATION**

All pest treatments are safe and without risk to employees or the public provided all advice and instructions supplied by technician are followed

## **PRODUCTS WHICH MAY BE USED**

These are listed in 4.5, which also include COSHH assessments. Safety data sheets and specimen product labels.



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

## **RODENTICIDES GENERAL SAFETY INFORMATION**

- 1) The sale and use of pesticides in the UK is covered by statutory control under the law all pesticides must be used in accordance with approvals granted by government ministers following independent assessment by expert scientists.
- 2) Furthermore all operators must by law be adequately trained and must carry out a specific hazard / risk assessment before they use any pesticide.
- 3) This gives both technicians and our clients a great deal of protection. However if you should have any concerns, contact your doctor, local hospital (or in the case of an animal a veterinary surgeon) and show them the relevant data sheets advising them of the product used. See the relevant service report.
- 4) All pesticides used are approved under the Control of Pesticides Regulations 1986, and are safely applied as required by the Conditions of approval.
- 5) These poisons may be harmful especially to children and pets if mishandled or eaten.
- 6) Follow all instructions given to you by the Pest Control /Technician.
- 7) Ask the technician to explain any instructions you do not understand

## **RODENT CONTROL**

Product used are specified on the service report and contains the following active ingredient

Klerat, Brodifacoum R & M- Brodifacoum

Deadline Contact Dust / Mouse Blocks / Rat Blocks – Brodifacoum

Ratak, Sorex Gel, Neokil and Neosorex, Roban Pasta Bait – Difenacoum.

These products are anti coagulants.

Sorex CD – Difenacoum and Calciferol mixture. Calciferol is NOT an anticoagulant but affects the body's calcium balance.

### **Precautions**

- Avoid all contact by mouth
- Do not let children or pets, particularly dogs, have access to the bait
- In case of accident contact a doctor or veterinarian and show the leaflet

Note to the physician – If you think the bait has been eaten containing Brodifacoum, Bromadiolone, Difenacoum – The product is an indirect anticoagulant: Vitamin K1 (PHYTOMENADIONE) is antidotal. In case of suspect consumption of the bait determine PROTHROMBIN times not less than 18 hours after such consumption.



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

If elevation has occurred administer K1 intravenously in divided doses: 40 mg for adults 20mg for children daily. Treatment may be required for a prolonged period. Withdraw antidote with care and monitor PROTHROMBIN times continuously for 4 days or more after such withdrawal. NB. Brodifacoum and DIFENACOUM have a longer effect than most commonly encountered anticoagulants.

Difenacoum and Calciferol mixture: Difenacoum is an indirect anticoagulant. CALCIFEROL is hyper calcimic. Monitor by PROTHROMBIN time, hemoglobin level and serum calcium level. Vitamin K1 (PHYTOMADIONE) BP is anti total Difenacoum. Dosage 40 mg daily in divided doses by injection. (Intra muscularly all slow venous) in the first instance and orally thereafter.

Cortisone and Porcine Calcitonin have been used to correct hyper calcaemia. Patient should avoid high calcium diets and avoid sunlight. Give plenty of liquids.

Patient should be supervised at least 3 days after treatment has ceased and PROTHROMBIN times and serum calcium levels monitored. NB. DIFENACOUM have a longer effect than most commonly encountered anticoagulant.

#### **INSECTICIDE – GENERAL SAFETY INFORMATION.**

- 1) The sale and use of pesticides in the UK is covered by statutory control under the law all pesticides must be used in accordance with approvals granted by government ministers following independent assessment by expert scientists
- 2) Furthermore all operators must by law be adequately trained and must carry out a specific hazard / risk assessment before they use any pesticide
- 3) This gives both technicians and our clients a great deal of protection. However if you should have any concerns, contact your doctor, local hospital (or in the case of an animal a veterinary surgeon) and show them the relevant data sheets advising them of the product used. See the relevant service report
- 4) All pesticides used are approved under the Control of Pesticides Regulations 1986, and are safely applied as required by the Conditions of approval
- 5) These poisons may be harmful especially to children and pets if mishandled or eaten
- 6) Follow all instructions given to you by the Pest Control /Technician
- 7) Ask the technician to explain any instructions you do not understand



**PESTRAP**

*PEST CONTROL FOR HOMES AND BUSINESSES...*

TEL: 020 7193 7293

[WWW.PESTRAP.CO.UK](http://WWW.PESTRAP.CO.UK)

E-MAIL: [SALES@PESTRAP.CO.UK](mailto:SALES@PESTRAP.CO.UK)

### **ADVICE FOR CUSTOMERS**

At their treatment visits our staff will

- a) Place baits in protected situations and other pesticide materials in appropriate situations and will make these known to you
- b) Search for and remove rat and mouse bodies

If split / exposed baits or pest bodies are found between normal visits please PESTRAP Ltd office for prompt service. The following interim actions may also be taken before collection.

**For Spilt / Exposed Baits:** Wear protective gloves. Place the bait in a plastic bag and keep it safely locked way

**For rat or mouse bodies:** Wear protective gloves. Either dispose by incineration or deep burying or place safely from other animals or children.

If pesticide baits are accidentally handled, wash your hands immediately with soap and warm. Call PESTRAP Ltd for further advice and bait replacement

For any accidental pesticides ingestion or poisoning, seek appropriate medical or veterinary advice and telephone PESTRAP on 02071937293.