



Westminster City Council Pest Control Project

Good Practice Agreement

Communication and co-operation between the food business operators and pest control contractors is essential in order to achieve a good standard of pest control within food premises. Food business operators and pest control contractors are asked to commit themselves to the 'Good Practice Agreement' detailed below. It is anticipated that food business and pest control contractors that follow the code will benefit from increased customer satisfaction and an improved reputation.



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the British Pest
Control Association

Definitions:

- **Food business operator (FBO)** – natural or legal person, company or partnership responsible for ensuring that the requirements of food safety law are met within the business under their control.
- **Pest control contractor (PCC)** – company that agrees to carry out a specific range of pest control measures through the provision of materials and services at a specific price.
- **Technician/operative** – professionally trained person competent in the application and use of current pest control techniques.
- **Survey** – visit to identify the type of infestation, location and type of control measures required and provision of recommendations.
- **Surveyor** – Professionally trained person, competent to identify the type of infestation, location, source, appropriate control measures, and provide adequate proofing solutions.
- **Proofing** – the undertaking of minor structural works to prevent the access/entry of pests into premises.
- **Inspection** – visit to provide a service to treat pest activity which may involve use of physical methods, the provision of proofing, and recommendations as necessary.



Westminster City Council Pest Control Project 'Good Practice Agreement'

Food business operator

We, the food business operator of:

Name _____

Address _____

Agree to sign and commit to the principles of the Good Practice Agreement as detailed in this document.

Signed _____

Print Name _____

Position in business _____

Date _____

Length of current pest control contract _____

Contract expires on _____

Pest control information is stored onsite in the following location _____

Pest control contractor

We, the pest control contractor:

Name _____

Address _____

Agree to sign and commit to the principles of the Good Practice Agreement as detailed in this document.

Signed _____

Print Name _____

Position in business _____

Date _____

Review of Good Practice Agreement document date _____



PART A – FOOD BUSINESS OPERATOR

Responsibility:

- We acknowledge that the ultimate responsibility for the management of pest control within the food premises is that of the FBO.
- We will employ the services of a reputable PCC in order to assist with the management of pest control within the food premises.

Cleaning:

- We undertake to keep the premises free from food debris, grease and dirt.
- We undertake to ensure that all dirty pots, pans and crockery are not left out overnight and that cleaning is completed before the close of business.
- We agree to discuss and agree time limits with the pest control technicians regarding their instructions and recommendations.

Pest control awareness / Staff development:

- We will ensure that all food handlers engaged in the food business are supervised, instructed and/or trained in pest control matters to a level appropriate to their work activity.
- We will ensure that all food handlers are instructed and have an appreciation of the importance of any pest control or monitoring points identified by the Food Safety Management Procedure for which they are responsible.

Level of service:

- We undertake to give due consideration to increasing the level of service required at the premises during circumstances if there is a major pest infestation.
- We will provide appropriate access for the PCC technician at all times including, if necessary, out of hours visits.

Treatment:

- We will not use any treatment methods or materials for the purposes of pest control without prior consultation with the PCC.
- We will not remove any PCC equipment – eg. bait boxes, monitoring devices and sticky boards, etc.
- We will ensure that if any PCC equipment – eg. bait boxes, monitoring devices and sticky boards, etc, are displaced during cleaning, this will be replaced in the correct position according to the site checklist.
- We will ensure that any chemicals used for pest control are kept away from food.

Storage of food:

- We will ensure that all food at the premises is stored away from the floor.
- We will store any dry goods in solid, sealed containers.
- We will not, under any circumstances, leave open food out at night.
- We will adequately dispose of any food that is found to be contaminated by pests.

Pest prevention (proofing):

- We will ensure that all external doors and windows are kept closed, unless fitted with appropriate screens.
- We undertake to carry out regular checks within the premises to identify any measures needed to prevent pests gaining access to the food premises. Any problems identified will be highlight to the PCC.
- We will carry out the necessary measures needed to prevent pests gaining access to the food premises, if required, as detailed in the contract with the PCC.

Communication:

- We will inform all employees regarding the details of this agreement and the pest control scheme.

Written:

- We will ensure that a responsible person receives and understands each communication, such as a report, a telephone call, a fax, etc, from the PCC and takes the necessary action as soon as reasonably possible.
- We will ensure that the information from the PCC, including all site visit reports and contract specifications, etc, is kept onsite and made available when required.
- We will find out when the next routine visits from the PCC should be.

Emergency Contact:

- We undertake to provide the PCC with details of a responsible person that can be contacted during an emergency as necessary.

Sharing of Information:

- We will ensure that all information regarding pest control, including enforcement notices from the local authority, is shared with the PCC.

Waste and refuse:

- We will ensure that all waste is removed from the food premises at regular intervals in order to ensure that pest control problems are not encouraged.
- We will ensure that all waste, including food waste, is placed in appropriate sealed containers if stored at the premises overnight.
- We will not allow waste to accumulate.

Checks for pests:

- We will look for signs of pests on a regular basis.
- We will report any pest issues to the PCC as soon as possible.

Accountable:

- We acknowledge that visits and inspections by an Environmental Health Officer (EHO) will be made to assess the standards of this agreement.
- We will ensure that PCC contact details are available at all times.
- We undertake to liaise with the EHO as appropriate.

Other:

- We acknowledge that committing to the principles stated in this agreement is on a voluntary basis.
- We undertake to provide a reporting procedure to the PCC where necessary.
- We will consider involving the City of Westminster in the reporting process as necessary.
- We acknowledge that we have the right to inform the City of Westminster with regards to any issues of non compliance of reporting with this agreement by PCC.



PART B – PEST CONTROL CONTRACTOR

Responsibility:

- We acknowledge that whilst the ultimate responsibility for pest control is that of the FBO, every effort will be made to assist the FBO in order to achieve the successful management of pests within the food premises.

Cleaning:

- We will provide detailed instructions and recommendations regarding cleaning of the premises. These will also include reasonable time limits for completion.
- We agree to discuss and agree time limits with the responsible person regarding instructions and recommendations.

Pest control awareness / Staff development:

- We will highlight any issues regarding poor pest control awareness and raise them with the responsible person during site visits.
- Technicians and surveyors should be competently qualified to the national recognition of Royal Society for the Promotion of Health (RSPH) / British Pest Control Association (BPCA) Certificate in Pest Control and be registered with BASIS Prompt Continuing Professional Development (CPD).
- Technicians should strive to achieve advanced qualifications through Accredited Technician in Pest Control (ATPC) and Surveyors the Certificated Surveyor in Pest Control (CSPC).

Level of service:

- We endeavour to provide an appropriate level of service to adequately prevent, monitor, treat and control pests within the premises.
- We undertake to give due consideration to increasing the level of service required at the premises during circumstances where there is a major pest infestation.
- We will carry out the agreed number of visits per annum to treat for infestations of stated pests as detailed in the contract with the FBO. The visits will include a survey of the premises, monitoring of pest activity, proofing works and treatments as appropriate and detailed in the contract with the FBO.
- We will endeavour to undertake visits at a time convenient to the operating time of the food business, as agreed in advance with the FBO responsible person.

Treatment:

- We will only use appropriately trained and/or supervised technicians and surveyors, according to national standards.
- We will endeavour to find the source of the pest problem and use appropriate pest control methods with the objective of the elimination, not just control, of the pest infestation.
- We will only use approved treatment methods and materials – eg pesticides and humane methods, in accordance with current legislation and best practice.
- We undertake to identify and assess risks in priority areas that may require additional treatments – eg. greater priority to food preparation and storage areas, and/or proofing.

Storage of food:

- We undertake to provide detailed instructions and recommendations regarding the storage of food at the premises where applicable.

Pest prevention (proofing):

- We will undertake a detailed survey of the premises to identify any proofing issues that will need to be addressed at the start of the contract.
- We will undertake detailed inspection of the premises to identify any proofing issues that will need to be addressed during the term of the contract
- We will undertake the necessary measures needed to prevent pests gaining access to the food premises, if required, as detailed in the contract with the FBO.
- We will inform the FBO of their responsibility to ensure that adequate measures are taken to prevent pest gaining access into the food premises, if required, as detailed in the contract with the FBO.

Communication:

- We will inform all technicians and operatives regarding the details of this agreement and the pest control scheme.

Written:

We undertake to provide clear and concise reports to the FBO that will include:

- specific evidence and monitoring – eg. evidence of rodents, identified by way of bait take or identified by droppings
- specific actions – eg. proofing by means of bristle strip fixed to front doors of premises
- specific recommendations – eg. remove food debris and build up of grease from the floor and wall at the rear of the oven

Emergency Contact:

- We undertake to provide emergency contact information to the FBO and establish a realistic emergency response time – eg. 24 hours for heavy infestation.

Sharing of Information:

- We undertake to provide clear and easy to understand preventative advice and recommendations.

Waste and refuse:

- We undertake to provide detailed instructions and recommendations regarding waste and refuse at the food premises where necessary.

Checks for pests:

- We undertake to check for evidence of pests by means of visual checks of the premises, not just checking bait boxes.
- We will advise FBO regarding issues of identifying types of pests and identifying evidence of pests.

Accountable:

- We undertake to provide contact details for the technician and main office to the FBO.
- We will undertake quality assurance checks of the technicians where applicable.
- We undertake to liaise with the Environmental Health Officer (EHO) as appropriate.
- We acknowledge that visits and inspections by an Environmental Health Officer (EHO) will be made to assess the standards of this agreement.

Other:

- We acknowledge that committing to the principles stated in this agreement is on a voluntary basis.
- We undertake to provide a reporting procedure to the FBO where necessary
- We will consider involving the City of Westminster in the reporting process as necessary.
- We acknowledge that we have the right to inform the City of Westminster with regards to any issues of non compliance with this agreement by FBO.



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