

Pest Control

Good Hygiene Practice
Guide No: 3

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Legal Requirements

Food Safety Regulations require food business operators to prevent animals and pests from causing contamination by taking the appropriate and adequate measures. It is a strict offence if food is considered to be injurious to health and unfit for human consumption due to contamination associated with pests.

There are also general requirements to ensure:

- That the design structure and layout of food premises are suitable to permit good hygiene practices and to prevent sources of contamination, particularly from pests, and
- 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:

- 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 (including closure notice in the Republic of Ireland)
- Loss of good 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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HACCP Chart Reference

Receipt / Storage / Preparation / Cooking / Service

Pest Control Measures

All colleagues must complete the Food Hygiene Level 2 E-Learning module, that explains the signs of pest activity in catering environments and the escalation processes that needs to be followed.

Compass Operating Checks:

- Check all food deliveries for any signs of pest contamination or damage.
- Do not leave food deliveries outside where they may be gnawed or contaminated by or attract pests or other animals.
- Ensure the premises is clean and tidy and that waste is removed regularly.
- Check the premises daily for signs of pest activity or infestation.
- Record the absence of pests on the **Opening HSE Checklist**.
- In Compass Ireland complete the weekly pest checklist on your digital monitoring in HACCP records.
- Where evidence of pests is identified, the corrective actions detailed below must be taken and the pest escalation process in the relevant section of this GHP must be followed.

Area	Signs of Activity	Corrective Action
Floor	Look for pests (live or dead) and signs of pests including droppings, urine stains, and grease or gnaw marks. Look along skirting boards and under equipment.	Dispose of any dead pests. Sweep up droppings, clear urine or grease stains with disposable paper towel. Then mop and sanitise the area.
Shelving and worksurfaces	Look for pests (live or dead), and signs of pests including droppings, urine stains, and grease or gnaw marks. Remove items and check behind objects.	Dispose of any dead pests. Remove any debris or contamination, then thoroughly clean and sanitise the area.
Crockery, glassware, cutlery, utensils etc	Remove items from their containers or shelving. Look inside containers or on shelving for evidence of pests.	Remove any debris or other visible contamination and then wash all items in the dishwasher. Where no dishwasher is available items must be washed with an approved pot-washing detergent with disinfecting properties, at the manufacturers stated dilution and adhering to the stated contact time.
Food	Visually check food and food containers for gnaw marks and holes in packaging and for droppings or pests (live or dead). Look for spilled product on shelving.	Any food or food containers found to have evidence of pest damage must be disposed of.
Disposable packaging	Check that food packaging is intact, without evidence of pests, such as gnaw marks and droppings.	Any contaminated packaging must be disposed of.

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Disposal of Pest Contaminated Stock

- Food containers, food and disposable food packaging that has been damaged by pests should be removed from the kitchen and disposed of in the general waste.
- However, where these items contain, or potentially contain pests, nests, insect eggs or larvae, they must be placed in a sealed container away from food storage or food preparation areas (for example stored externally) to prevent the spread of pests through the premises. Arrange for collection by the approved pest control contractor.

Routine Pest Control Measures:

- All openable windows that are likely to be opened for ventilation purposes should be provided with insect-proof screens.
- Any doors that open from a food room to the outside, must be kept closed where possible. Where, due to operational requirements, these doors need to be open for lengthy periods, they should be screened.
- Electronic fly killers must not be sited over food preparation areas or equipment storage areas. They must be kept clean and serviced regularly.
- Avoid water leakages and moisture build up in kitchens and food storage areas. Ensure any leaks are addressed, provide ventilation to moist areas and mop up any spillages.
- Implement good housekeeping standards at all times, as clutter and build-up of waste may attract or harbor pests.
- Report any gaps under doors or any poor structural issues that allow pests to gain access and ensure these are addressed within a suitable timeframe.
- Engage with the client or other building users where there are concerns regarding poor housekeeping, poor maintenance, poorly managed waste areas, door disciplines etc. which create potential harborage, food sources or access for pests.

Pest Contractor Visits:

Premises should be regularly monitored by a pest control contractor. In most cases this is the responsibility of the client. Ensure that you are aware of visits and any treatments carried out by pest control contractors. You should have access to:

- Details of the scope of the pest control contract
- Contact details for the pest control contractor
- Survey details and contractor reports
- The location of bait stations and/or traps, including a site-specific treatment plan
- Safety Data Sheets for the pesticides that are being used

If the client manages the pest control contractor, you must request copies of the visit and/or treatment reports after each visit.



Reporting Pest Problems

Compass Guidance:

If you discover signs of pest activity within the catering operation this must be dealt with immediately. Notify the client and, where they are responsible for pest management, ensure they contact the pest control contractor. If Compass are responsible for the pest management, contact the nominated pest control contractor (for details see Key Suppliers on the Compass HSE website at <https://www.mycompasshse.co.uk/contacts/key-suppliers/>) to carry out treatment and advise on any proofing measures necessary. Never try to deal with the problems or use pesticides yourself.

All pest control matters must be reported as Pest Infestation on the AIR3 Incident Reporting system, which is accessible via the Compass HSE website ([AIR3 | Compass HSE](#)). You should also notify your Regional Manager, where relevant. If there is a serious pest infestation contact your sector HSE Manager immediately for specialist food safety and hygiene 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 is 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 management, contact the Company's nominated pest control contractor immediately
- If you are not responsible for pest management, ensure the issue is logged and escalated to the client responsible for pest management 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 sanitised wherever pest activity has been found.
- Dispose of any food, food packaging or consumables that may have been contaminated by pests.
- Care should be taken when cleaning. Colleagues should wear gloves and thoroughly wash their hands after completing the task. Gloves must be discarded in the general waste.
- 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 the following pages

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Pest Escalation Process

Pest Activity	Fit To Trade	Management Actions	Housekeeping Measures
Level 4 Historic evidence of pest activity in food prep or food storage areas (rodents, cockroaches, birds or ants) <ul style="list-style-type: none"> • Historic and aged droppings e.g., identified through deep cleaning activities and/or • Dead aged pest species bodies and/or • Historic damaged or gnawed food items or food containers, and • No live pest sightings reported and • No recent bait takes confirmed by the designated pest management contractor and • No fresh pest captures. AND/OR Evidence of pest activity outside of food prep or food storage areas (rodents, cockroaches, birds or ants)	Yes	<ul style="list-style-type: none"> • Note historic activity on the Opening HSE Checklist • Ensure the pest management contractor is contacted for advice • Inform your Regional Manager via e-mail or telephone • Inform the client where relevant • Make staff aware of the historic activity and need to be vigilant 	<ul style="list-style-type: none"> • Remove all droppings, dead pest bodies etc. from food preparation and food storage areas. • Discard any gnawed or damaged food items or food containers. • Thoroughly clean and sanitise the immediate and surrounding areas where evidence was detected. • Carry out an in-depth inspection of the affected food preparation or food storage areas. • If any further evidence is found, follow the above steps. • Monitor areas where activity was identified and take required action if any fresh evidence is found.
Level 3 Evidence of light isolated activity in food prep or food storage areas (rodents, cockroaches, birds or ants) <ul style="list-style-type: none"> • Isolated fresh evidence of activity, such as rodent droppings and/or • Isolated damaged food items or storage containers and/or • Minimal bait takes confirmed by the designated pest management contractor and/or • Dead fresh pest species bodies and • No live pest sightings reported in food preparation or food storage areas. 	Yes Where the activity is being managed and control measures are in place.	<ul style="list-style-type: none"> • Note activity on the Opening HSE Checklist • Report the incident on AIR3 • Ensure the pest management contractor is contacted immediately to arrange a visit • Inform your Regional Manager via e-mail or telephone • Inform the client where relevant • Brief colleagues to be vigilant and report any further evidence of activity 	<ul style="list-style-type: none"> • Store all light equipment and utensils, disposables (including parchment, food coverings, food and drink containers etc.) and foods in plastic lidded containers. (These may need to be emergency-purchased locally - obtain Ops Manager / RM authorisation for spend as required.) • Ensure that no utensils, disposables or foods are left outside of secure boxed storage when the area is closed. • Move plates, bowls, utensils, disposables and any other items used for food storage, preparation or service, up from lower shelves, and ensure nothing is stored on the floor. • Cover all cutlery, stirrers, crockery, utensils etc. with cling film or store them in secure plastic containers at the end of service to protect them from contamination overnight. • Fully empty display fridges and display units at the end of service; ensure they are empty while the unit is closed. • Ensure waste is managed effectively and not allowed to build-up in the unit, and that waste bins are always emptied prior to unit closure / shift end. • Clean and thoroughly sanitise all surfaces prior to starting operation every day, using the 2-stage cleaning method. • Undertake cleaning underneath and behind all appliances and fixtures, removing any kickboards as required. • Ensure doors that lead from the unit directly to external areas are kept closed when not in use and that any strip curtains or fly curtains fitted to doorways are not tied back. • Maintain good housekeeping and ensure the unit is kept tidy, so that signs of pests can be easily spotted. • Report any holes in walls, gaps under doors etc. into food storage or food preparation areas to your maintenance provider or to the client and record this in the HSE Logbook or Maintenance Record. • Ensure that maintenance requests are addressed promptly. Escalate to your line manager if issues are not fixed within 1 week and no acceptable action plan has been put in place. • Make sure that there are direct interactions with the pest control contractor and that all pest treatment and/or pest management visit reports are received and filed for reference. • Ensure any pest actions identified by the pest control contractor that are assigned to Compass directly are remediated and closed out at the earliest possible opportunity and that there is an action plan for actions required to be addressed by the client.

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Pest Escalation Process continued

Pest Activity	Fit To Trade	Management Actions	Housekeeping Measures
Level 2 Evidence of widespread light pest activity in food preparation or food storage areas (rodents, cockroaches, birds or ants) <ul style="list-style-type: none"> Evidence of activity, such as rodent droppings and/or Damaged food items or storage containers and/or Obvious and recent bait takes confirmed by the designated pest management contractor and/or Dead fresh pest species bodies and No live pest sightings reported in food preparation or food storage areas. 	Yes Where the activity is being managed and control measures are in place. Consider reducing in-house made offers and moving to bought-in pre-wrapped foods only, or bringing food in from another kitchen or unit	<ul style="list-style-type: none"> Ensure any evidence of activity, including sightings, is communicated to the pest control provider immediately and that a call out is arranged. Record this action in the Opening HSE Checklist Escalate to your Regional Manager via e-mail or telephone immediately Contact your Sector Lead or Regional HSE Manager for guidance Report the incident immediately on AIR3 Brief colleagues to be vigilant and report any further evidence of activity Inform the client immediately 	<ul style="list-style-type: none"> Implement all actions listed above in Level 3. Complete Pest Control Checklist (available on the HSE website) and continue to complete until no evidence is observed for 5 consecutive days. Escalate outstanding maintenance requests urgently for seals and gaps to be pest-proofed
Level 1 Pest infestation in food preparation or food storage areas (rodents, cockroaches, birds or ants) <ul style="list-style-type: none"> Live pest activity reported and/or Significant droppings identified and/or Significant grease smears or odour evident and/or Evidence of different pest life cycles (i.e. cockroach nymphs and adults, young and adult rodents) and/or Significant evidence of gnawed or contaminated food or food packaging and/or Significant evidence of recent pest captures 	No Temporary voluntary closure of the affected areas	<ul style="list-style-type: none"> Close the unit Ensure any evidence of activity, including sightings, is communicated to the pest control provider immediately and that an urgent call-out is arranged. Record this action in the Opening HSE Checklist Report the incident immediately on AIR3 Escalate to your Regional Manager and Sector or Regional HSE Manager immediately Arrange conference call with your Sector Lead or Regional H&S Manager and other relevant staff, such as the Operations Manager to discuss next steps 	<ul style="list-style-type: none"> Close the until 48 hours without any sightings and evidence of activity, including pest captures and bait takes, in food preparation and food storage areas. Only open the unit once the pest control provider has confirmed, in writing, that the areas are pest free. Complete Pest Control Checklist (available on the HSE website) and continue to complete until no evidence observed for 5 consecutive days. Escalate outstanding maintenance requests urgently for seals and gaps to be pest proffed. Dispose of any contaminated, or likely to be contaminated foods, food packaging, disposables etc. Arrange a deep clean of the affected areas and nearby other areas where food items, food packaging or food disposables are stored, ensuring all areas underneath and behind equipment and fixtures are cleaned.

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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 pests, droppings, grease marks, urine stains been sighted. (Yes/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. Fridges/freezers pulled out and floor checked for rodent droppings. Vent section checked 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.																															
10. Soft furnishings checked for rodent droppings / damage.																															
11. No food left out overnight – all stored in plastic lidded containers.																															
12. Display fridges emptied at the end of service.																															
13. Crockery/utensils stored in plastic lidded containers overnight.*																															
14. Disposable food packaging stored in plastic containers overnight.*																															
15. Cutlery, stirrers, etc covered with cling film at the end of service.*																															
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 details of any action required		Action(s) 1. 2. 3.		Corrective Actions:		Date																									

* Lids cleaned and disinfected before opening.

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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 - Catering Premises and Equipment** for guidance regarding maintenance and pest proofing of catering premises

