

Central Production Unit Food Safety & Quality Management System

Pest Escalation Procedure

Pest Activity	Fit To Trade	Management Actions	Housekeeping Measures
<p>Level 4</p> <p>Historic evidence of pest activity in food prep or food storage areas (rodents, cockroaches, birds or ants)</p> <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. <p>AND/OR</p> <p>Evidence of pest activity outside of food prep or food storage areas (rodents, cockroaches, birds or ants)</p>	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.
<p>Level 3</p> <p>Evidence of light isolated activity in food prep or food storage areas (rodents, cockroaches, birds or ants)</p> <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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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 proofed. 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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