

PEST CONTROL

SAFE WORKING PROCEDURES

SWP 11.7

2025

CONTROLLED COPY
NUMBER:

Controlled Document

This document titled Safe Working Practices (SWP 11.7) is a controlled document. The purpose of this document is to improve our quality systems and to ensure that we are all working to the same standards.

The purpose of controlling these documents is to ensure that as changes to the documents occur, all documents are changed and old versions of the documents are destroyed. For this reason, it is important that you **do not** make your own copies of the documents, should you require more than one copy then you may request an additional copy and you will be given another **controlled** copy.

It is certain that the document will need to be reviewed from time to time and a form is available on request to the QSO that you may use to request changes to any of the controlled documents. Such requests will not necessarily result in instant changes but they will be kept on file and form a part of the review process.

FOR ALL USERS SUPPLIED WITH COPIES.

I acknowledge receipt of copies of the Safe Working Procedure, COSHH Assessment and General Risk Assessment relating to operations of Pest Control Services at Mortonhall Crematorium and other locations.

Signed _____

Name _____

Dated _____

SWP 11.1 PEST CONTROL SERVICES

The Pest Control Safe Working Procedures have been totally revised in line with continual improvement of the Service Quality Management System, to take account of ongoing changes and upgrades. These Procedures are a live document and will be reviewed as and when new procedures are introduced or when the existing procedures are required to be updated.

The Control of this document lies with Pest Control and any amendments, changes, update and distribution requests are to be directed to this service for advice. Note that any changes must be recorded through formal communication devices. Use a Change Request Form to adhere to the procedures for Document Control.

Contact Health & Safety (469 5504), [REDACTED] for details.

These Procedures will be issued to all employees and will be the responsibility of the person who has been issued with the procedures, to upgrade their copy with the revised or new procedures as they are issued.

Revision Updates to Procedures

Date of Issue	Reference Number and Title	Revision Number	Updated By	Date of Update
13/12/04	Draft for discussion	2004/01	[REDACTED]	14/12/04
22/12/04	Updated from discussions	2004/02	[REDACTED]	22/12/04
19/01/05	Final Approved Issue	2004/03	[REDACTED]	19/01/05
21/02/07	Updated	2007/01.1	[REDACTED]	21/02/07
04/02/09	Review	2009/01.2	[REDACTED]	20/05/09
11/12/17	Updated	2018/11.1	[REDACTED]	11/12/17
11/12/19	Review and Updated	2018/11.2	[REDACTED]	11/12/19
04/12/21	Review and Updated	2020/11.4	[REDACTED]	04/12/21
14/11/24	Review and updated	2021/11.5	[REDACTED]	14/11/24
03/10/24	Review and Updated	2024/11.6	[REDACTED]	03/10/225

<i>NAME</i>	<i>LOCATION</i>	<i>CONTROLLED COPY NUMBER</i>	<i>DATE ISSUED</i>
[REDACTED]	Mortonhall "G" Drive storage	1	03/10/25
Office Copy	Mortonhall "G" Drive storage	2	03/10/25
Health & Safety Team	Waverley Court	3	03/10/25
Master Copy	Mortonhall "G" Drive storage	Master	03/10/25

[REDACTED]

SWP 11.2.0 PEST CONTROL SERVICES

SWP 11.2.1 INTRODUCTION TO SAFE WORKING AND OPERATING PROCEDURES

The contents of this compendium of safety and operating procedures sets out the duties and responsibilities of all employees working with pest control services.

Copies will be held by those named or available at the following locations...

Pest Control Operational Manager

Pest Control Team Leader/Pest Control Services

Mortonhall Administration Staff

Quality Systems Officer/Quality & Research

Every employee must take ownership for the safety instructions which apply to their job and workplace, as far as practicable, and the safety instructions pertaining to the next senior post or duties of other employees which they may be asked to cover at short notice.

Anyone taking over the duties of another employee, or duties of a senior, will also take over the appropriate safety duties and responsibilities.

If, however, before starting a specific task you are in any doubt as to the application of any instructions or procedures, you must ask your Team Leader immediately for clarification, training and guidance that will assist you to comply safely with that task.

Employees working within Pest Control Services must become thoroughly conversant with the contents of this compendium.

Periodically alterations will be made to this compendium and all numbered copies will be recalled for modification.

It is therefore important that copies issued individually be retained in a safe and accessible place.

SWP 11.2.0 PEST CONTROL SERVICES

SWP 11.2.1 Responsibilities for Health and Safety

SWP 11.2 HEAD OF PLACE MANAGEMENT

Details from Departmental Supplementary Health and Safety Policy

2.2.2 Heads of Service

The Heads of Services have a responsibility to ensure the implementation of the policy through Line Managers and Team Leaders reporting to them. They have a duty to ensure that suitable organisational arrangements exist within their divisions and the policy is effectively monitored. In addition, they must also ensure that all members of staff are aware of their own individual responsibilities to ensure compliance with the policy. Please refer to the most up to date Health and Safety Policy.

Heads of Services duties will also entail:

- Deputising for the Director in his absence;
- Ensuring that management systems incorporating suitable arrangements are effectively implemented regarding planning, organising, control and monitoring;
- Continually appraising/reviewing the effectiveness of the systems and arrangements in place to ensure any necessary changes are made;
- Setting annual objectives for line managers/Team Leaders reporting to him/her and to ensure they fulfil their responsibilities;

- Reporting to the Head of Department, at the earliest opportunity the details of any safety or environmental incident involving a fatality, a major injury or incident or considerable damage to the environment or property;
- Supporting employees carrying out the agreed programme to ensure safe systems are in place.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.1 Responsibilities for Health and Safety

SWP 11.1.1.2 Operations Manager

Details from Departmental Supplementary Health and Safety Policy

As a Manager, it is their duty to implement the Health and Safety Policy within their area of responsibility.

They should be familiar with the Health and Safety implications for their work area and understand the means to ensure compliance with the appropriate legislation/departmental procedures.

Employees that manage staff in any capacity are responsible for promoting good health and safety practices in the workplace, challenging inappropriate behaviours and recognising good practices within their teams.

Additionally, line managers/supervisors shall ensure, for their direct reports and others under their management control, that:

- a) the Policy and supporting policies/guidance documents are understood and followed;
- b) health and safety goals and/or measures are set;
- c) all health and safety risk are identified, assessed, controlled/mitigated and reviewed, as appropriate, with specialist input from corporate health and safety advisors and others including the Council occupational health provision, where required;
- d) they do not proceed with any activity where the risks cannot be adequately controlled;
- e) health and safety training is conducted/arranged in accordance with their specific training needs analysis, and records are maintained;
- f) there is adequate supervision and monitoring of work activity to ensure individual and group health, safety and welfare;
- g) the reporting and investigation of all adverse events or conditions – injuries, work-related ill-health, diseases, dangerous occurrences ('near misses') and any premises/plant/equipment hazards, damage or defects; and
- h) appropriate, engagement, consultation and co-operation with on-site Trade Union representatives (if trade unions are not on site then information should be passed to the respective Trade Unions, where appropriate)

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.1 Responsibilities for Health and Safety

SWP 11.1.1.3 Team Leader Pest Control

- 1 Whilst at work it is your duty to take reasonable care for the safety of yourself and of other persons who may be affected by your acts or omissions.
- 2 About any duty or requirement imposed on the City of Edinburgh Council or any other person by or under any of the Statutory provisions, it is your duty to co-operate as far as is necessary to enable that duty or requirement to be performed or complied with.
- 3 The Pest Control Operations Manager and Team Leader are responsible to the Head of Service for all safety and operating procedures under their control and will ensure the following.
 - 3.1 All matters brought to their attention relating to health and safety are acted upon, and the necessary steps are taken to eliminate or control the hazard to an acceptable level.
 - 3.2 All accidents and dangerous occurrences are investigated with the object of preventing re-occurrence.
 - 3.3 Matters pertaining to health and safety which relate to operations and circumstances are brought to the notice of his staff.
 - 3.4 Matters of which the Pest Control Operations Manager has not the authority to deal with, or are requiring specialist advice, will be brought to the attention of the Senior Manager.
 - 3.5 A high standard of Safe Working Practices is maintained throughout their area of control.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.1 Responsibilities for Health and Safety

SWP 11.1.1.4 Pest Control Team Leader

- 1 Whilst at work it is your duty to take reasonable care for the safety of yourself and of other persons who may be affected by your acts or omissions.
- 2 About any duty or requirement imposed on the City of Edinburgh Council or any other person by or under any of the Statutory provisions, it is your duty to co-operate as far as is necessary to enable that duty or requirement to be performed or complied with.
- 3 The Pest Control Team Leader is responsible to the Pest Control Ops Manager for all safety and operating procedures under their control and will ensure the following:
 - 3.1 The safety Policy of the department of Services for Communities is implemented within their area of supervision.
 - 3.2 The departmental safe working procedures are employed as appropriate so that safe systems of work are maintained always.
 - 3.3 Regular monitoring of the pest control section offices and storage facilities is carried out to ensure that agreed standards of health and safety are maintained.
 - 3.4 Plant, machinery and equipment are maintained in a safe condition.
 - 3.5 All accidents or dangerous occurrences brought to their attention are investigated to prevent a re-occurrence.
 - 3.6 Safety representatives are given facilities and co-operation which will enable them to carry out their prescribed functions.
 - 3.7 Matters, which they do not have the authority to deal with, are brought to the attention of the Senior Manager.
 - 3.8 A high standard of housekeeping is maintained throughout their areas of supervision.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.1 Responsibilities for Health and Safety

SWP 11.1.1.5 Pest Control Operatives, Dog Warden and Support Staff

- 1 Whilst at work it is your duty to take reasonable care for the safety of yourself and of other persons who may be affected by your acts or omissions.
- 2 About any duty or requirement imposed on the City of Edinburgh Council or any other person by or under any of the statutory provisions, it is your duty to co-operate as far as is necessary to enable that duty or requirement to be performed or complied with.
- 3 You are responsible to the Senior Manager and will ensure the following: -
 - 3.1 The safety policy of the department of Services for Communities and pest control section safe working practices is adhered to as instructed by the Team Leader.
 - 3.2 You only operate plant and equipment which you have been trained to operate.
 - 3.3 You report all plant and equipment defects to the Pest Control Team Leader to enable repairs to be undertaken.
 - 3.4 A high standard of good housekeeping is carried out and maintained in your area of responsibility and work.
 - 3.5 Plant, machinery and equipment are maintained in a safe condition.
 - 3.6 All accidents or dangerous occurrences report immediately to the Team Leader.
 - 3.7 The highest standard of work is maintained in keeping with your qualifications.
 - 3.8 Matters which they do not have the authority to deal with are brought to the attention of the Pest Control Team Leader.
 - 3.9 The Team Leader will brief external staff in their duties including safety whilst assisting the section.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.2 General Safety Rules, Pest Control Officers/Operatives and Support Staff

Whilst many aspects of safety are common sense the pest control staff operatives have responsibilities to ensure that the safety implications of any proposed practice or application are fully understood not only personally but by those who are involved in the control operation.

Whilst working in the field pest control officers/operatives should be aware of the potential hazards associated within their working environment, refer to the Table of Contents (page 4).

SWP 11.1.3 The storage, handling, mixing, decanting, transport, application and disposal of insecticides

When using insecticides pest control staff must take care to avoid personal injury by way of ingestion, inhalation, eye and skin contact.

To avoid this pest control staff will be trained in the safe use of insecticides and equipment before using such materials. Training will be given through the attendance of external courses, and in-house/on the job. Treatments will be carried out in conjunction with ADAS/BPCA manual, the Principles in Rodenticide Stewardship and the Wildlife and Countryside Act. COSHH data sheets can be provided and are available, these data sheets are stored on the Pest control computer "G" drive. Personal Protective Equipment, namely coveralls, nitrile gloves and appropriate respirators will be provided, and must be worn appropriately. Full-face respirators must be used when fogging.

Training records, COSHH sheets and PPE records will be maintained.

First aid kits and disposable gloves will be provided and must be available for use always. Pest control staff vans will be provided with eyewash bottles which must be suitably maintained always according to supplied PPE check dates.

During transportation, insecticides must always be stored separate from the driver's compartment, by an impervious barrier, in close fitting lidded leak proof containers. Tools carried in vans should also be secured always so there is no risk of falling and damaging packaging resulting in the possible leakage of insecticide.

Staff handling the insecticide bendiocarb for treatment of wasp nests and other applications will be subjected to health surveillance by way of blood sampling to monitor occupational exposure. This will be carried out at the beginning and the end of the wasp season.

Pest control staff should also have regard for members of the public and pets when insecticides are being applied in a domestic situation or public area. Rooms must be vacated for a period of 4 hours following a bed bug treatment to allow applied chemicals drying time, clients are advised to vent all rooms on return to property.

All stocks of insecticides and associated equipment will be stored securely in the pest control storage facilities before allocation to personnel. Access to insecticides will be gained through the Pest Control Team Leader.

Customer safety data sheet must be left with a client when insecticides are used.

A registered specialist waste contractor must dispose of contaminated waste packaging for insecticides.

Any difficulties in the safe use of insecticides should be brought to the attention of the Pest Control Team Leader.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.4 Baiting for rats and mice, including sewer baiting

When using rodenticides pest control staff should have regard for the safety matters noted above; 'The storage, handling, mixing, decanting, transport, application and disposal of insecticides'. Training will be given through the attendance of external courses, and in-house/on the job in accordance with the BPCA CRRU guidance.

Nitrile gloves and safety boots must be worn in all circumstances when baiting for rodents not only to protect skin when handling rodenticides but also against the risk of contacting Weil's disease. Staff will also be made aware of vitamin K antidote for all anticoagulant baits.

Exceptional care must be taken when laying baits in public areas to control the risk of poisoning members of the public or pets. Baits must be laid in 'safe' areas making them inaccessible to children and pets. 'Elevated risk' areas will be marked out with hazard warning tape and posted with signs informing the public of the presence of poisons.

When baiting Scottish Water sewers, Pest Control Operative must be accompanied by personnel from Scottish Water, who will lift drain covers and control passing traffic during the baiting process. Private land sewers cover must be lifted by Pest control operatives, (drain keys supplied)

All stocks of rodenticides and associated equipment will be stored securely in the pest control storage facilities before allocation to personnel. Access to rodenticides will be gained through the Pest Control Team Leader.

Unused baits that have been laid must be retrieved by the case officer. If access cannot be gained to a property to retrieve baits then a disclaimer notice will be hand delivered to that property for the attention of the occupants.

Environmental assessments must be undertaken during the baiting procedure, recording all data requirements provided under the most recent version of CRRU

Contaminated waste packaging for baits must be disposed of for collection by a registered specialist waste contractor.

Any difficulties in the safe use of rodenticides should be brought to the attention of the Pest Control Team Leader.

SWP 11.1.5 Working in confined spaces or poorly lit conditions

On occasions pest control staff will be required to work in confined spaces or poorly lit conditions which will present obvious hazards including slips, trips and falls. In-house and on the job awareness training of safe working practices in confined spaces will be given, as will risk assessment training. Staff will then assess each situation to decide if safety is being compromised thus avoiding accidents. Hard hats, overalls and safety shoes will be provided and must be worn.

Portable lighting, torches and batteries will be provided to facilitate working in poorly lit conditions, which must be maintained in good condition. Batteries will be issued from the Pest Control Team Leader on request. Again, staff will assess each situation as above.

Any difficulties with safe working in confined spaces or poorly lit conditions should be brought to the attention of the Pest Control Team Leader.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.6 Working at Height

Various insecticidal treatments, rodent baiting, bird proofing and trapping work will inevitably require work to be carried out at height. Only ladders provided and checked must be used for work purposes. Ladders should be checked thoroughly prior to any use for potential defects. Any defect identified must be reported to the Pest Control Team Leader. The use of ladders should comply with the guidance from the health and safety executive and relative training.

Where prolonged work at height is required consideration must be given to other suitable access equipment.

Only staff who have undertaken tower scaffolding training (PASMA) will be permitted to build and access tower scaffolding.

In the case of hydraulic access platforms, with or without operator, only staff who are trained in their use (IPAF) will be permitted to access hydraulic access platforms.

Use of horizontal man safe systems and harnesses will only be utilised by trained personnel.

Training will be given in the proper use of ladders to avoid slipping or falling accidents (training provided by a recognised training organisation).

Training and ladder maintenance records will be maintained accordingly.

Any staff suffering from any condition that will compromise safety when working at heights must not undertake work and inform the Pest Control Team Leader.

Any difficulties with safe working using ladders should be brought to the attention of the Pest Control Team Leader.

SWP 11.1.7 Manual handling

Safe manual handling will feature in many aspects of work undertaken by the section. From house clearances to treatment of properties with insecticides, staff may be required to handle heavy or bulky objects and perform irregular movements.

Any training needs will be addressed by in-house or on the job training, and all staff will be made aware of the risks associated with the job.

Again, staff should use common sense to risk assess each individual situation when deciding what steps should be taken to avoid potential injury during manual handling procedures.

Appropriate lifting equipment will be made available when required.

Where appropriate, heavy or bulky items to be moved should be broken down to manageable, lighter loads. When this is unavoidable e.g. during house clearance work or bed-bug treatments, two staff members will be allocated for heavy and/or bulky loads.

SWP 11.1.8 Working with trapping systems and dealing with wild animals

Spring Traps Approval (Scotland) Order 2011.

Trapping of wild animals is a regular part of the section's work, usually for squirrels and birds (covered in more detail later). The use of sprung traps will always present a risk of injury to pest control staff, members of the public and non-target animals.

To avoid the risk of injury to the operator, full in-house and on the job training will be given to staff using such systems. Training will also be provided in the humane method of disposal. The Pest Control Team Leader will maintain records of training.

Where appropriate traps must be placed in inaccessible and inconspicuous positions to avoid risk of injury to the public or pets in domestic situations. The individual operator should risk assess each situation prior to trapping.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.8 Working with trapping systems and dealing with wild animals (cont'd)

On setting traps in attics of domestic properties or other locations accessed by the public, daily checks must be carried out by the operator. This will be arranged as part of the operator's routine visits.

Most wild animals can deliver a painful bite or scratch that could potentially break the skin. This presents a risk of infection to humans since wild animals can harbour a range of diseases harmful to humans. The handling of animals should therefore be avoided unless necessary. If handling is necessary, then suitable gloves must be worn. Caution must be given to dying and apparently dead animals. Tetanus injections are available to staff.

When collecting dead bodies waterproof gloves must be worn to protect against infections such as Weil's disease. Waterproof gloves will be provided.

Any difficulties with trapping systems and dealing with wild animals should be brought to the attention of the Pest Control Team Leader.

SWP 11.1.9 Bird Mitigation

The section offers a service in response to bird complaints, mainly pigeons and gulls. This service may be provided to both individual private customers or to large-scale organisations responsible for many properties/tenancies e.g. housing associations. All services will adhere to the guidelines set out by Scottish Natural Heritage regarding both the General Licence and specially applied for licences (swallows, common gull etc).

The service normally consists of the removal of birds, eggs, fouling and nesting material from specific sites, which may be accompanied by an element of proofing to prevent the recurrence of the situation.

Such work will involve the use of biocides; working in confined spaces or poorly lit conditions, working with ladders, tower scaffolding or access machines. All of which manual handling has been covered previously.

When dealing with an infestation of feral pigeon within or on a building there will be an associated accumulation of pigeon mess, nesting material, dead birds, squabs and fouling. The extent of this will depend on the size of the area available for roosting, and the length of time the infestation has existed. Feral pigeons have the potential to transmit disease including salmonellosis. They may also be infected with orthosis (a mild form of psittacosis). Care must be taken to prevent the risk of infection.

Suitable Personal Protective Equipment must be worn including nitrile gloves or heavy-duty gloves, coveralls, facemask, respirator, goggles, and safety shoes.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.9 Bird Proofing (cont'd)

When treating an infestation, the affected area should be sprayed with the appropriate biocide prior to disturbing fouling, nesting materials and any soiled items present. The biocide will kill bacteria, viruses, fungi and protozoa commonly associated with pigeons, the area will be dampened by these applications and will control dust generation from feathers, mites and droppings, especially in confined spaces, which can cause irritation of the respiratory tract on inhalation.

Dampening, however, will cause the area to become slippery, and care should be taken in such conditions to avoid slips and falls.

Works will often be undertaken externally, at heights, thus requiring ladders, scaffolding, elevated lifting equipment or roof work depending on each individual circumstance. A risk assessment for each job must be carried out and recorded when deciding the most appropriate course of action to maximise safety. Any staff suffering from any condition that will compromise safety when working at heights must not undertake such work.

Staff must have regards to risk assessments and contractor's guidance procedures when using elevated lifting equipment. Suitable Personal Protective Equipment must be worn and fall arrest restraints used during operations. Exclusion zones should be established around structures with staff preventing any access by unauthorised persons.

Electrical and battery powered equipment will be used during proofing procedures e.g. drills. Visual checks of such equipment must be carried out prior to use, battery powered tools must be used to eliminate any risk from trailing cables and tool belts must be worn by staff. Portable appliance testing will be carried out on equipment annually with records being maintained. All operational staff must record vibrating tool use on their daily time sheet.

Care should be taken when gull nest clearance work is undertaken on rooftops. Personal Protective Equipment including hard hats must be worn always to prevent the risk of injury from aggressive adult birds. A Nature Scot license must be approved for each site before any egg or nest removal can be undertaken.

Shooting of feral pigeons will be undertaken using a .22 air rifle. The rifle will be issued under strict management control only to competent/licensed users. Only to be undertaken in accordance with the general licence and if feral pigeons cannot be flushed out or removed safely in accordance with the most recent version of the general license.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.11 Driving at work

The City of Edinburgh Council will issue driving permits to staff authorising them to drive specified Council vehicles. Staff must agree to comply with all Council rules and regulations pertaining to the use of such vehicles.

Drivers should familiarise themselves with the safety aspects of The City of Edinburgh Council Internal Fleet Services Drivers Handbook, which outlines driver responsibilities and offers guidance in certain situations.

Should there be any uncertainty with any area of driver of vehicle operations, staff should seek advice from management.

Staff must familiarise themselves with the requirements of the Highway Code and ensure that these are observed always when driving Council vehicles.

Specific daily minimum checks must be carried out by staff on council vehicles prior to use to ensure there are no obvious deficiencies in the vehicle. Defects must be reported/recorded accordingly. All vehicles driver log sheet must be completed fully prior to leaving office location.

Drivers are responsible for the safety and security of all vehicle loads. They must also ensure that all loads are securely fixed and present no danger to the vehicle occupants or to third parties. Attention must be given to vehicles loaded during house clearances.

Staff must ensure that Council vehicles are only used to carry goods and passengers on authorised journeys, no members of the public can be transported within a council vehicle.

Drivers of Council vehicles must not drive, attempt to drive or oversee a Council vehicle if under the influence of drugs or alcohol.

No smoking allowed within council vehicles.

SWP 11.1.12 Communication

Pest control staff will be provided with a mobile phone and must carry and make it available for use at all working times. It is the responsibility of each staff member to ensure that the phone is charged and switched on. Any defects must be reported to the pest control Team Leader.

At the start of each day visits for each officer will be recorded in the office diary located with support staff and on Totalmobile. Otherwise, telephone contact will be made with the Pest Control Team Leader to advise of any movements.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.13 Aggressive clients

If encountering a potentially aggressive situation, or if there is a perception that a client may become aggressive, staff have the right to withdraw from that situation.

If at any stage violence is threatened, staff should withdraw immediately. Contact should then be made with the pest control Team Leader as soon as is reasonably possible, and an Incident Report Form should be completed on return to the offices. If necessary, it will be reported to the police.

SWP 11.1.14 Lone Working

Staff will be required to undertake routine pest control visits to domestic and commercial properties alone.

If, however, extended periods are to be spent doing a job (e.g. house clearances), or where there is an element of specialised work required that compromise normal safety (e.g. bed-bug treatment, bird proofing at heights) then two members of staff will be in attendance.

Daily diaries of individual officer visits will be maintained for traceability purposes. Officers will be provided with a mobile phone, which must be charged and usable during working hours.

If an officer is to finish his daily visits on site, or if an officer is working overtime, contact must be made with the Pest Control Team Leader or an authorised operative in his absence on completion of work.

SWP 11.1.15 Office Equipment

Staff should ensure that any faults in the office environment are reported to the Pest control Team Leader as soon as is reasonably practicable. This especially applies to electrical equipment, including physical damage to electric cables, cord grips and signs of overheating. Cables must not be connected using taped joints.

Overloading of sockets using adapters should be avoided or minimised.

Non-Essential electrical equipment must be switched off at the end of the working day or during cleaning.

To avoid injury from slips, trips and falls staff must

- position trailing leads so that they do not present a tripping hazard
- clear up spillages quickly
- ensure that passageways and corridors are not blocked up
- report defective floor coverings and lighting to the Pest control Team Leader.

Workstations will be made as comfortable as possible for the operator and any issues with these must be raised with the Pest Control Team Leader

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.16 Housekeeping – General Safety Rules

Smoking

The Council operates a No Smoking Policy. The Policy can be accessed on the CEC Intranet.

Electrical Appliances

Apart from computer equipment all other electrical appliances should be disconnected from the wall socket at the end of each working day. Portable Appliance Testing (PAT) will be carried out annually of all electrical appliances by a competent person appointed by the Council.

Tripping and Collision Hazards

Telephone and electronic cables should ideally not be left trailing on floors where they present a tripping hazard. Where this is not possible, then all cables should be covered.

Filing cabinets and drawers/cupboard doors should not be left open when not in use.

All floors, stores, passages and fire exits must be kept free from obstruction always.

Cleaning of pest control offices and storage facilities

Pest control staff under the supervision of the Pest Control Team Leader will undertake this work.

SWP 11.1.17 Procedure for Closing of Pest Control Offices

- (a) Check all doors and windows are closed securely and locked
- (b) Check that all electrical appliances and heaters are switched off
- (c) Check that all lights are switched off
- (d) Check that all offices and storage facilities are secured and locked
- (e) Set Alarm System

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.18 Reporting of Accidents and Dangerous Occurrences

All accidents resulting in injury, however slight, will be reported without delay to the Pest Control Team Leader or the Pest Control Operations Manager.

The action is prescribed in the 'Procedure in the Event of an Accident' detailed on the reverse of the Council Accident Report Form. The Pest Control Team Leader shall ensure that the appropriate Accident Report procedure has been followed.

All dangerous or hazardous occurrences, not causing injury will be reported by the Pest Control Team Leader who will complete the appropriate form and distribute the copies as directed.

All accident reports will be forwarded to Health and Safety Section, Waverley Court as soon as possible and recorded on the internal CEC accident reporting system

All serious accidents/dangerous occurrences will be notified to the health and safety team and recorded on the SHE portal within 24hrs of the incident.

SWP 11.1.18 Reporting of Accidents and Dangerous Occurrences (cont'd)

All accident reports will be forwarded to Health and Safety Section and recorded on the internal CEC accident reporting system

This will then be reviewed by the Health and Safety Team,

The Pest Control Team Leader and Safety Advisor will carry out full investigation of accidents/dangerous occurrences to avoid any recurrences,

First Aid provision will be made available by a recognised HSE certified employees from the in-house first aid boxes.

All serious accidents/dangerous occurrences will be notified to the health and safety team and recorded on the SHE portal within 24hrs of the incident.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.19 First Aid Treatment

Suitably stocked first aid boxes will be kept at the entrance to the Pest Control modular building

A first aid box will also be carried in each of the pest control officer's vehicles and checked at pre-planned inspection dates

The appointed First-Aider will ensure that first aid equipment is maintained in a satisfactory condition at the designated points of storage and restocked on a regular basis. Individual pest control officers will be responsible for maintaining first aid equipment in their own vehicles.

First aid stock list consists of the following as defined in Health and Safety (First Aid) Regulation 1981 A.C.O.P. 42.

- Individually wrapped sterile adhesive dressings of assorted sizes
- Sterile eye pads with attachments
- Individually wrapped triangular bandages
- Safety pins
- Foil blanket
- Vent assist
- Bottles of sterile saline
- Apron
- Gloves
- Dressings
- Biohazard bags
- Vehicle first aid refill
-

Appointed first- aider and first aid point will be signed at the appropriate premises.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.20 Occupational Health Surveillance

Infectious Diseases

Protection against Hepatitis B and Tetanus by inoculation is strongly recommended and is available to all staff working the pest control section.

Training and Personal Protective Equipment will be provided to staff members at risk to the exposure of other diseases and conditions e.g. Weil's disease.

Any other areas of concern to staff will be acted upon in partnership with "Health Management"

CEC occupational health advisor, and records maintained by Human Resources at Waverley Court.

Noise

Staff must wear ear protection when carrying out work activities where noise levels exceed the first action level of 85-dB (A) for extended time periods. This will also apply if staff are exposed to single loud noise bursts of 140-dB (A). The Head of Section will issue ear defenders on request. Time periods in which staff members are exposed to such conditions will be kept to a minimum.

Any defects with Personal Protective Equipment must be reported to the Pest Control Team Leader.

COSHH

COSHH assessment sheets and safety data sheets will be issued to all members of staff as required. This will provide information on each chemical in use including the name and use of the product, safe handling and storage information, health effects, first aid action required, PPE to be worn by personnel during application and action required to handle spillages.

Staff must carry this information always. Staff should be familiarised with this information for chemicals that they are handling.

Blood Monitoring

Staff handling the insecticide bendiocarb for treatment of wasp nests and other applications will be subjected to health surveillance by way of blood sampling to monitor occupational exposure. This will be carried out at the beginning and the end of the wasp season. Staff will receive copies of results and "Health management" will keep a record of these.

SWP 11.1.0 PEST CONTROL SERVICES

SWP 11.1.21 Manual Handling Operations Regulations 1992

Manual handling operation assessments have been carried out and all employees must observe systems implemented.

All inexperienced staff will be assessed initially prior to manual handling activities. Training in manual handling will be provided and will also be provided on the job.

Staff should bring any queries in manual handling procedures to the attention of the Pest Control Team Leader.

SWP 11.1.22 Stock Maintenance, Equipment Testing and Safety Audits

Control, maintenance and issue of stocks of insecticides and pesticides will be the responsibility of the Pest Control Team Leader. PPE, application equipment and any other materials associated with the works of the section will also be the responsibility of the Pest Control Team Leader.

All materials will be held locked and secured within the storage facilities. Staff access to storage facilities will be at the discretion of the Team Leader. When opened storage facilities must never be left unattended. Access by the public must be prevented always.

Staff will submit requisitions to the Team Leader for insecticides, pesticides and any other associated equipment.

Individual staff members will be responsible for the maintenance of their own application and personal protective equipment. Routine checks of such equipment must be undertaken, with defects being reported to the Pest Control Team Leader

Periodic safety audits of equipment and practices will be undertaken by the Pest Control Team Leader.

SWP 13.1.0 - GENERAL SAFETY PRECAUTIONS

SWP 13.1.2 Mobile Phones

Mobile phones use in the last few years has been probably the greatest threat to road safety.

Legislation was introduced in December 2003 which outlaws' drivers using hand held telecommunication equipment whilst their vehicle is moving. This new law does not cover two ways 'push to speak' radio communication equipment installed in some vehicles; however, a prosecution could be brought under Construction and Use Regulations or Road Traffic Act in the event of a collision. Offenders will have their licence endorsed and have a fine imposed.

Although the mobile phone is an essential business tool, it is incumbent on employers to take steps to protect their own workforce and other road users from drivers distracted by remote conversations. The policy includes:

- ❑ **No calls, regardless of their urgency, to be made whilst driving,**
- ❑ **Drivers should park in a safe location before making any calls
(the motorway hard shoulder is not acceptable),**
- ❑ **Staff should not accept any calls from colleagues who are driving nor call colleagues who are known to be in their vehicle.**
- ❑ **Drivers should be aware of the new laws governing mobile phones,**
- ❑ **'Hands free' will still be allowed although it is safer to make no calls at all whilst driving,**
- ❑ **Calls could be replaced by a text, which the driver can respond to at a safe time.**

It is now widespread practice for police to access mobile phone records if there is any suspicion that a driver involved in a collision was using a phone at the time. If this is proved, the driver could face a more serious charge in court.

Employers who do not make their drivers aware of these points will be vulnerable to civil action in the event of an injury or death arising from a work-related crash.

13.1.3 REVERSING OF VEHICLES: ALL SECTIONS (Extracts)

As part of the drivers' duties for checking their vehicles the driver should pay attention to the function of:

- Reversing lights and hazard bleeper
- All hazard and flashing lights

Any defects should be reported immediately and the vehicle put into the workshops for repair.

Where vehicles have additional crew in the vehicle they should be utilised to guide the driver when reversing on all occasions.

Drivers should never reverse on to a main road.

Extra vigilance will be required in built up areas for pedestrians and during school holiday periods.

If any driver is in doubt about accessing routes to carry out their duties they should contact their Team Leader to seek assistance and advice.

All drivers should note that Team Leaders will be carrying out random checks to ensure that this and other Safe Working Procedures are being adhered to.

Drivers should bring to the attention of their Team Leader all areas that have potential hazards so that they can be risk assessed.

This Safe Working Procedure should be read in conjunction with other Safe Working Procedures and relevant Risk Assessments.

The above procedures apply to all roads, depots or property whether belonging to the Council or Council Customers.