



Pest Management Services for Food Businesses

HACCP International Food Safety Standard
Issue 2.0



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Issue 2.0 wholly replaces version 1.3. This issue contains a number of new requirements. In almost all clauses there are substantial increases in guidance and definitions of requirements. This issue has a significantly different format from previous issues.

Other standards or documents required to use this standard: none

Foreword

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HACCP International's mission is "to promote best practice and innovation in food and related industries through a product certification programme designed for non-food products and services used in the food industry"

Product certification services are offered to all suppliers to the food industry, regardless of their ownership, structure, location, product list and distribution channels.

HACCP International is an Australian proprietary limited company, established under the company laws of The Commonwealth of Australia. HACCP International is a private certification body that operates a non-regulatory product certification scheme, under its own authority.

HACCP International offers certification to service providers whose systems and procedures are consistent with the needs of a food business operating a HACCP-based food safety management system. To achieve certification by HACCP International, an organisation must provide evidence of industry best practice regarding food safety. This standard was developed to assist organisations that are providing a pest management service to the food industry. It is intended to describe requirements for organisations that wish to provide services which represent best practice and that wish to be certified.

This standard was developed and published by HACCP International Pty Ltd under procedures which meet the criteria for Australian National Standards. The consensus committee that approved the standard was organised so that competent individuals from interested parties had an opportunity to participate. The following interests were represented on the consensus committee:

- Pest Management Organisations
- Food Manufacturers
- Food Safety Auditors
- Food Safety Certification Body

It was developed within the approved scope as stated in Clause 1 of the standard.

HACCP International Food Safety Standards are developed and maintained with the intent to represent the consensus of concerned interests. As such, this standard is available for public review on a continuing basis. This provides an opportunity for input from industry, academia, regulatory agencies, and the public-at-large.

Users of this standard may interact with the committee by requesting interpretations, proposing revisions, and attending committee meetings. Correspondence should be addressed to:

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Whilst all reasonable care is taken by HACCP International in the evaluation of the product(s) or service(s) described herein, neither HACCP International nor their officers or agents guarantee that every food safety risk in every application will be identified. No guarantee is offered or implied in respect of any information, documentation or certification provided.



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1	Purpose and Scope
1.0	<p>This HACCP International standard has been developed to assist organisations who are providing a pest management service to the food industry. It is a voluntary standard.</p> <p>Pest management is a pre-requisite support system in a HACCP-based food safety management system, and as such, a high standard of pest management service is required for the correct functioning of a food safety system.</p> <p>The scope of this standard is limited strictly to the activities of a pest management organisation that could directly impact food safety and the provision of documentation to food businesses, which is an important part of a food safety management system.</p> <p>This standard does not describe how to develop integrated pest management systems nor does it describe how to perform general pest management activities. Because this standard has been developed using a risk-based methodology, there is an emphasis on chemical pest management activities, because these activities usually present more significant risks to food safety than chemical-free methods. HACCP International supports the principles of integrated pest management systems and encourages their use in all food facilities.</p> <p>Worker health and safety (WHS) requirements are not addressed in this standard.</p> <p>Regulatory requirements for pest management organisations, such as pesticide regulations are not addressed in this standard. In the event of a conflict between this standard and any local regulation, the regulatory requirements take precedence.</p>

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Guidelines	<p>The requirements in this standard are based on the results of a hazard analysis of food safety hazards that could arise from pest management activities on food sites. The requirements in this standard are designed to control all food safety hazards from pest management services on food sites. There is no need for pest management organisations that wish to be certified to this standard to perform any kind of food safety hazard analysis or to create any kind of HACCP system or food safety management system, such as would be required for certification to ISO 22000 or FSSC 22000.</p>
How to use this standard	<p>This document lists the requirements to be met by a pest management organisation to achieve or maintain HACCP International Certification for pest management services. Mandatory requirements are described using the word 'must' or 'shall'. Suggestions and recommendations for best practice use the words 'may' or 'should'.</p> <p>The guidelines that accompany each clause contain information about how compliance may be measured during an audit to this standard, including, where applicable, the documents, records and physical evidence that are required.</p> <p>Compliance to this standard is evaluated by auditing the operations of the pest management organisation on a branch-by-branch basis. The audit process includes a review of documentation and identification of gaps in procedures or other written materials of the pest management organisation; a visit to the branch office to check documents and records; a visit to two food sites that are serviced by the pest management organisation, including at least one HACCP-compliant food site (if available, refer to Clause 3.1 for details); reporting; review of any amendments or actions required to meet the standard; completion and offer of certification if requirements are met.</p> <p>Alternative means of complying with the intention of the standard will be accepted during the review and auditing process, if they are judged suitable and effective. For example, site specification requirements can be met in a document with a different name or in multiple documents.</p> <p>During the certification audit process, non-compliance with individual clauses of this standard may result in the auditor issuing a non-conformance. Non-conformances are classified as critical, major or minor. The</p>

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	auditor may also describe 'observations' which are not non-conformances but often refer to systems or activities that could be improved. Guidelines for classifying non-conformances and requirements for rectifying non-conformances are described in Appendix 1.
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2	Definitions
Audit	An audit is a means of checking compliance with this standard. Personnel performing audits (<i>auditors</i>) may be from within the <i>pest management organisation</i> (internal auditors) or from an external organisation, such as a <i>conformity assessment body</i> .
Auditor	An auditor is a person who performs an audit. An internal auditor is employed by the organisation that is being audited. An external auditor is employed by a third party, such as a <i>conformity assessment body</i> .
Branch	A branch is a division of a <i>pest management organisation</i> which is used as a base for operations. Branches are usually defined by their geographical location. A typical branch is located on a site central to the area in which services are provided and includes office space and pesticide storage space. Operating divisions of <i>pest management organisations</i> without a physical office/depot, in which a technician operates solely from his vehicle or home, may also be considered a 'branch' for the purposes of this document.
Client	In this document a client is the <i>pest management organisation's</i> client, a food business.
Conformity Assessment Body	Conformity assessment bodies are organisations which conduct audits for compliance to a standard for the purpose of providing certification.
Dining Areas	Dining areas are areas where people consume <i>food</i> , including inside areas, outdoor areas, staff canteens, restaurants and bars.
Document Review	A document review is the first part of the evaluation of a <i>pest management organisation</i> for compliance to this standard. It is conducted by evaluation personnel and involves checking of written materials such as policies, procedures and templates.
Food	In this standard, food products include, but are not limited to human foods, beverages, animal feed, food ingredients and agricultural products for use in human or animal feed.
Food-Borne Illness	Food-borne illness is any illness or disease that results from the consumption of contaminated food. For the purposes of this standard, a person with a food-borne illness means a person who has a symptom that indicates he or she may be suffering from a food-borne disease, or a person who knows he or she is suffering from a food-borne disease, or is a carrier of a food-borne disease. Symptoms of food-borne illness include diarrhoea, vomiting, fever, sore throat with fever or jaundice.
Food Contact Surface	A food contact surface is a surface which will come into contact with <i>food</i> during its normal expected use, including but not limited to cutting boards, slicing machinery, plates, utensils, conveyor belts, the inside of

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	silos, vats, bins, crates, tanks, paper coffee cups, empty takeaway containers, mixing bowls, frying pans and packaging materials.
Food Handling Area	A food handling area is an area of a <i>food site</i> where <i>food</i> that is not contained within sealed packages is stored, moved around, un-packed, handled, processed, packed, plated-up, and served. Food handling areas include food processing areas, food production areas and commercial kitchens. <i>Dining areas</i> are not considered food handling areas.
Food Site	A food site, also referred to as food premises, is a place where <i>food</i> is handled, stored, manufactured, processed, packed, prepared or served for commercial purposes.
Food Site Contact	In this document a food site contact is the person who is designated by the food business to look after pest management services on the food site.
HACCP-based food safety management system	<p>A HACCP-based food safety management system is a system for manufacturing safe food. HACCP is an acronym for Hazard Analysis Critical Control Point. A hazard analysis of the manufacturing process followed by the definition of critical control points are the tools used to create a set of procedures to manage the food manufacturing or handling processes such that the finished food is safe to eat.</p> <p>There are different names for different 'styles' of HACCP-based food safety management systems, including; BRC, AIB, FSSC 22000 and, SQF. Many large food companies are certified to more than one of these standards. Each standard has slightly different requirements, but all are largely in agreement with respect to requirements for pest management activities on food sites.</p>
HACCP-compliant food site	<p>In this document the phrase 'HACCP food site' is used to mean 'HACCP-compliant food site'.</p> <p>A HACCP-compliant <i>food site</i> is a site where a food business is making <i>food</i> in accordance with a formal, fully-operational <i>HACCP-based food safety management system</i>, whether or not that system is currently certified; OR A HACCP-compliant site can be a food site where the client has elected to pay for 'HACCP-compliant' pest management service, rather than a standard service. For example, pharmaceutical companies may request a <i>HACCP-compliant service</i> despite the fact that they do not have a <i>HACCP-based food safety management system</i>.</p>

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	<p>Businesses that operate food safety systems have well-defined requirements for their suppliers, including their pest management service providers. The requirements cover activities performed on site, chemicals used on site and documentation provided.</p> <p>Businesses that operate food safety systems are audited at least annually and often more frequently by external agents. Food safety auditors and other inspectors check for pest activity on site and also check that the documentation provided by the pest management organisation meets the requirements of the food safety system.</p>
HACCP-compliant services	In this document, the term HACCP-compliant service refers to a pest management service for which extra documents and records are supplied to a client compared to a standard commercial pest management service. These extra documents and records are designed to meet the requirements of a <i>HACCP-based food safety management system</i> and typically include individual bait station monitoring, pest sighting forms, detailed observations of pest activity and detailed service reporting.
Non-HACCP food site	A non-HACCP <i>food site</i> is a food site where <i>food</i> is handled, stored, manufactured, processed, packed, prepared or served but which is not operating a formal <i>HACCP-based food safety management system</i> . Guidelines for servicing non-HACCP food sites can be found in Appendix 2.
Pest Management Organisation	A pest management organisation is a business entity of any size or structure which provides pest management services on a commercial basis. Members of franchise groups and franchise brand owners can both be defined as pest management organisations for the purposes of this document.
Pest Management Technician	A pest management technician is a person performing pest management inspections or treatments in exchange for payment. A pest management technician can be an employee, contractor, <i>subcontractor</i> or franchisee of a <i>pest management organisation</i> . In the case of a sole trader, the pest management technician is also considered to be the <i>pest management organisation</i> for the purposes of this document.
Safety Data Sheet (SDS)	SDS is an acronym for Safety Data Sheet. Safety Data Sheets were formerly known as Material Safety Data Sheets (MSDSs).
Site Specification	Site Specifications are also known as Service Agreements or Scope of Works. Refer to Clause 8.2 of this document.
Standard Operating Procedure (SOP)	A standard operating procedure (SOP) is a procedure specific to an operation that describes the activities necessary to complete tasks in accordance with industry regulations, local laws or the standards of an individual business.

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Subcontractor	A subcontractor is a person or business that provides services to or on behalf of the <i>pest management organisation</i> . Subcontractor businesses are considered to be part of a <i>pest management organisation</i> for the purposes of this document and are bound by the same requirements. Employees of subcontractor businesses are considered to be <i>pest management technicians</i> for the purposes of this document.
Support System or Pre-requisite Programme	The terms 'support system' and 'pre-requisite programme' are inter-changeable. All food safety management systems include a range of support systems or pre-requisite programmes. The support systems address facility-wide or organisational-wide controls which must function correctly in order for the food safety programme to be effective. Typical support systems include supplier approval programmes, personal hygiene, cleaning, maintenance and pest management.



Requirements

3	Pest Management Organisation
3.1	<i>Services provided by the pest management organisation</i>
Intent	The pest management organisation shall currently provide services to the food industry on a commercial basis to be eligible for certification.
Purpose	To ensure that any organisation seeking certification has the ability to offer services to food businesses that operate a HACCP-based food safety management system.
Requirements	3.1.1 The pest management organisation must be providing services to at least two HACCP-compliant food sites on a commercial basis.
<p>G3.1 Guidelines</p> <p>Certification for compliance to this standard may be offered on a provisional basis to pest management organisations that are providing services to one HACCP-compliant food site and that also have systems in place to provide HACCP-compliant services to more than one site. This includes having templates for HACCP-compliant documentation such as detailed site specifications and monitoring records.</p> <p>Provisional certification may be upgraded to full certification when the requirements of Clause 3.1.1 are met.</p> <p>Provisional certification expires 12 months after the date of issue.</p> <p>The templates or blank forms listed below should be available in each branch office and will be inspected during an audit if the pest management organisation is seeking provisional certification:</p> <ul style="list-style-type: none"> a) A template for site specifications that meets the requirements of Clause 8.2, b) Pest sighting reports for use by food business employees (refer to Clause 8.3), c) Templates for service reports that meet the requirements of Clause 8.5, d) Pest monitoring sheets or templates (Clause 8.6). 	



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The pest management organisation may have any business structure, including that of a franchisee or a sole trader.



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3	Pest Management Organisation
3.2	<i>Technical expertise</i>
Intent	The pest management organisation shall have sufficient technical expertise to set up pest management systems, provide support to technicians performing services and provide advice to clients about pest management matters.
Purpose	To ensure that the pest management programmes and services provided by the pest management organisation are effective.
Requirements	<p>3.2.1 The pest management organisation must have at least one 'designated expert' for each branch that operates to this standard. The designated expert is a person who has;</p> <ul style="list-style-type: none"> a) a current pest technicians' licence and b) at least two years' experience as a full-time pest management technician, with at least 50% of work in those two years being performed on commercial sites. <p>3.2.2 The designated expert must have a job description and resources such that he or she is available to;</p> <ul style="list-style-type: none"> a) take an active role in designing, implementing and reviewing the effectiveness of pest management systems, including trend analysis and reporting, b) provide technical advice and support to other pest management technicians within the organisation and c) provide advice to clients of the pest management organisation. <p>3.2.3 A person who meets these requirements should be responsible for designing and implementing pest management systems on food sites.</p>

G3.2 Guidelines

During an audit for compliance to this standard, the following items should be available;

- a) The name and licence or pest management certificate of the designated expert for the branch,
- b) A CV, resume or written description of the designated expert's experience OR this can be provided verbally during an audit for compliance to this standard,
- c) A written job description that meets the requirements described above OR the job can be described verbally during an audit for compliance to this standard.

The designated expert may be an employee or contractor or franchisee or sole trader.

In large organisations, the 'designated expert' would typically be the Technical Manager, Operations Manager or Field Services Supervisor.

In organisations with more than one person who meets the requirements above, the designated expert does not have to be actively involved in the design and implementation of pest management systems, but must be available to do so if necessary.

4	Procedures for Activities on Food Sites
4.1	<i>Procedures for chemical handling, storage and spills</i>
Intent	The pest management organisation shall have documented procedures for chemical handling, storage and spills.
Purpose	To prevent contamination of food with pesticides.
Requirements	<p>4.1.1 The pest management organisation shall have written instructions for:</p> <ul style="list-style-type: none"> a) chemical handling, b) chemical storage and c) spill clean-up procedures. <p>4.1.2 These instructions must be adequate to prevent inadvertent contamination of food sites during pest management activities, including;</p> <ul style="list-style-type: none"> a) a requirement to use products strictly according to label, b) a requirement for pest management technicians to prepare (mix, dilute, decant) liquid pesticides at their vehicle, c) a requirement to notify client contact in the event of a spill. <p>4.1.3 Pest management service technicians must be trained in these procedures.</p> <p>4.1.4 Pest management technicians must comply with the procedures.</p> <p>4.1.5 Within pest management organisations that allow technicians or subcontractors to purchase their own chemicals, there must be written procedures to ensure that appropriate chemicals are purchased.</p> <p>4.1.6 Written procedures must have appropriate document control features. Minimum inclusions for document control are: issue date, name or title of issuer, page number and total number of pages.</p>
G4.1 Guidelines During an audit for compliance to this standard, the following items should be available at each branch; <ul style="list-style-type: none"> • written procedures that meet these requirements • records of training in these procedures for all pest management technicians who perform commercial servicing. 	

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Within vehicles;

- pesticides should be sealed in containers, with labels intact and legible,
- Safety data sheets for pesticides must be in the vehicle in hard copy format.

Instructions for chemical handling, storage and spills may form part of the organisation's standard operating procedures or be in the form of a separate policy or training document.

Suggested minimum inclusions for instructions for chemical handling:

- Only use product that is registered and approved for use for that pest in that situation
- Follow instructions on label
- Prepare product (decant, dilute, mix) at vehicle
- In the event of a spill; use spill kit to contain spill, clean up according to instructions on label, refer to SDS for further information, inform the client site contact.

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4	Procedures for Activities on Food Sites
4.2	<i>Standard operating procedures for activities on food sites</i>
Intent	The pest management organisation shall have standard operating procedures for technicians to follow when performing chemical treatments and other activities on food sites.
Purpose	To define the range of treatments offered by a pest management organisation. To ensure consistently safe delivery of services to food businesses.
Requirements	<p>4.2.1 Written standard operating procedures (SOP) must be available for each type of activity a pest management organisation may conduct in a food handling area of a food site. As a minimum there must be standard operating procedure/s that address activities for;</p> <ul style="list-style-type: none"> a) Rodent management b) Flying insect management c) Crawling insect management <p>4.2.2 These SOPs must adequately address food safety issues (refer to Clause 4.3); OR a separate SOP for food business activities must be available, and this must adequately address food safety issues.</p> <p>4.2.3 Pest management technicians who perform servicing at commercial food sites must be trained in the SOPs.</p> <p>4.2.4 Technicians must perform treatments and services in accordance with the SOPs.</p> <p>4.2.5 SOPs must have appropriate document control features. Minimum inclusions for document control are: issue date, name or title of issuer, page number and total number of pages.</p>
G4.2 Guidelines	
<p>During an audit for compliance to this standard, the following items should be available in each branch;</p> <ul style="list-style-type: none"> written procedures that meet these requirements records of training in these procedures for all pest management technicians within the branch who perform servicing on food sites. 	

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Standard operating procedures (SOPs) may be known as work instructions, safe work methods, safe work practices or may be incorporated into work risk assessment documents, technical manuals or induction materials.

Wherever possible avoid duplication of instructions; this standard does not require separate SOPs if other written materials such as safe work methods will suffice or can be expanded to meet requirements.

A stand-alone document for food site procedures may be used. This may also be used to meet the requirements of Section 9 (Good Hygiene Practices).

On a food-site, there must be no evidence of service activities that are not compliant with the pest management organisation's SOPs. Evidence of non-compliance to SOPs include such things as:

- Incorrect pesticides being used on site
- Unsecured rodent stations where this contradicts the instructions in the SOP
- Spray treatments having been performed near food where a risk of contamination exists
- Pest management personnel not washing hands when entering food handling areas during audit
- Spots of cockroach gel that could readily contact food.

4	Procedures for Activities on Food Sites
4.3	<i>Requirements for activities on food sites</i>
Intent	Pest management activities shall be performed without risking food safety.
Purpose	To ensure food-safe servicing is provided by pest management organisations operating to this standard.
Requirements	4.3.1 Chemical treatments and other activities must be performed without contaminating food, food equipment and food packaging materials. This requirement should be addressed by including appropriate instructions within standard operating procedures.
<p>G4.3 Guidelines</p> <p>During an audit at a food site there must be no evidence that pest management products have been used in a way that could contaminate food, food equipment or packaging. This includes physical evidence on the site, written reports or verbal reports from the client or pest management organisation personnel.</p> <p>Guidelines for treatments in food handling areas are described below, and these are recommended for inclusion in written procedures.</p> <p>G4.3.1.1 General guidelines</p> <ul style="list-style-type: none"> a) Never touch food. b) Never touch food contact surfaces (for example; conveyor belts, hoppers, cutting boards, plates, frying pans). c) Gain permission from site contact before performing any unscheduled treatment or any treatment which is not listed on the site specification. <p>G4.3.1.2 Rodent management guidelines</p> <ul style="list-style-type: none"> a) Do not use rodenticides in food handling areas. If necessary, use non-toxic monitoring blocks inside lockable stations. b) Rodent baits, including non-toxic monitoring blocks, must be a non-spill type and secured on sticks or wires inside lockable stations. c) Rodent stations must be locked and secured to wall, floor or racking. d) Stations containing non-toxic monitoring blocks must be clearly identified as such on the site map. e) Glue boards for rodent management in food premises should be placed inside a plastic or metal station. 	

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- f) Glue boards and snap traps must be checked on a daily basis by either the pest management technician or client. Do not place snap traps or glue boards at a site without first agreeing with the client who is responsible for this task (food business or pest management organisation).
- g) All glue boards and traps must be clearly marked on the site map, including those that are placed temporarily.
- h) Peanut-based attractants are human allergens and a food safety hazard. Obtain written permission from the food business before using any attractant that contains human food allergens.
- i) Guidelines for rodent fence line baiting can be found in Clause 7.2.

G4.3.1.3 Guidelines for flying insect units – ultraviolet (UV) lamp type

- a) Do not place electrocutor devices in food handling areas.
- b) Use only shatterproof UV lamps on food sites.
- c) UV lamps in insect management devices must be changed annually.
- d) Change the sticky pad when the pad is 70% covered or monthly in dusty or humid areas.

G4.3.1.4 Guidelines for flying insect control devices - other

- a) Do not use devices which release pesticides on an automatic basis in areas where there is exposed food.
- b) Do not use insect traps containing liquid in food handling areas, even if the liquid is non-toxic.

G4.3.1.5 Guidelines for chemical treatments for insect management

- a) Liquid (including aerosolised liquid) treatments in food handling areas should be avoided where possible. If they are performed they must be done after food has been removed and food packaging has been removed or sealed. Food contact surfaces must be protected or the food business must be advised in writing to clean and sanitise all such surfaces in the treatment zone after the treatment. Treatments must only be performed when the food handling area is not in operation.
- b) Liquid pesticides must not be applied near food or food contact surfaces.
- c) Liquid pesticides must be applied only below bench height in food preparation areas, along walls or floors, behind or under equipment, under tables, within framing of tables or furniture, around sinks, within or near garbage collection areas, attics, crawl spaces, roof voids (but not suspended ceilings).
- d) Gels must not be placed on food preparation surfaces or areas that will be frequently washed.
- e) When gelling, the pest management technician must not touch food preparation surfaces, equipment or utensils with his/her hands, body or equipment.

- f) Pressurised liquid sprays and aerosol sprays inside food handling areas must only be operated using a very small diameter nozzle, must only be used in cracks and crevices and must only be used when the food area is not in operation.
- g) Crack and crevice treatments should be conducted below bench height in food handling areas, along walls or floors, behind or under equipment, under tables, within framing of tables or furniture, around sinks, within or near garbage collection areas, attics, crawl spaces, roof voids (but not suspended ceilings).
- h) Dusts must not be used in food handling areas, except when applied to the interior of dismantled electrical boxes, plumbing areas and motor housings of food equipment (for example dishwashers) which are later sealed. This must be done when the food handling area is not in use.
- i) Dusts should not be used in roof voids or suspended ceilings above food handling areas.
- j) Granular insecticides must only be used in exterior areas. Do not apply on walkways. Do not apply within 5 metres of entrances to food handling areas or food storage areas.

G4.3.1.6 Space treatment guidelines

- a) Space treatments, including fogging, misting, fumigation and ultra-low volume applications (ULV) must not be performed without prior written permission from the client and from the pest management organisation's Technical Manager or equivalent designated expert, as defined in Clause 3.2.
- b) The client must be instructed to remove food and food packaging before space treatments.
- c) The treatment must not be performed unless food has been removed or sealed (air-tight), food packaging has been removed or sealed and food contact surfaces covered.
- d) Treatments must only be performed when food area is not in operation.
- e) Notification must be left where food production staff will see it, except for regularly scheduled space treatments and treatments from fixed systems.

G4.3.1.7 Drain treatment guidelines

- a) Drain treatments must not be performed without the written permission of the client, unless drain treatments are explicitly listed on the site specification.

G4.3.1.8 Bird management guidelines

- a) Bird baiting must not be performed in food handling areas.

G4.3.1.9 Guidelines for site clean-up and waste disposal

- a) Do not dispose of used rodent blocks or other chemicals or equipment at a food site except with the permission of site management.
- b) Leave the site clean and tidy; remove all tools and equipment.
- c) If a spill has occurred, clean it up and report it to the site contact.



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5	Chemical Register
5.1	<i>Register of approved chemicals</i>
Intent	The pest management organisation shall have a register of approved chemicals.
Purpose	To clearly state which chemicals, including pesticides, may be used when servicing food sites. To ensure that chemicals are chosen with due diligence.
Requirements	<p>5.1.1 The pest management organisation must have a register of approved chemicals.</p> <p>5.1.2 The register must be dated, have its pages numbered and be available at branches operating to this standard.</p> <p>5.1.3 The register should distinguish between chemicals approved for use in food handling areas of food sites, other areas of food sites and non-food sites.</p> <p>5.1.4 All products on the register that are approved for use in food handling areas must have been assessed with respect to food safety, and found to be fit for use in food handling areas by a person or organisation competent to make such an assessment.</p> <p>5.1.5 Products that are not on the register must not be used and instructions to that effect must be included in the chemical register document and/or in relevant standard operating procedures or training materials.</p> <p>5.1.6 The register must have appropriate document control features.</p>
<p>G5.1 Guidelines</p> <p>During an audit for compliance to this standard, the chemicals in use on a food site may be checked to confirm that they are listed on the register.</p> <p>Guidelines for documentation:</p> <ul style="list-style-type: none"> • The register of approved chemicals may be known by a different name. • The register may be available in hard copy or electronically. 	

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- The document should include;
 - the name of the person responsible for reviewing chemicals and
 - the name of the person responsible for keeping the document up to date.
- Purchasing policies should make reference to the register.
- Safety data sheet (SDS) expiry dates can be a valuable addition to the register.
- In pest management organisations that employ contractors who purchase their own chemicals, the technicians' contracts should make reference to the register to ensure that only approved chemicals are purchased and used by the contractors.
- Minimum inclusions for document control are: issue date, name or title of issuer, page number and total number of pages.

Guidelines for approved chemicals:

- Products should be manufactured such that they are of consistent composition and traceable to a single production lot. Batch or lot identification should be present on packaging.
- Products should be accompanied by instructions that properly describe usage on food sites.
- Products that present a cross-contamination risk to food in their intended use should be free from significant human food allergens, including gluten-containing cereals, crustacea, egg, fish, milk, tree nuts, sesame seeds, peanuts, soybeans and their products and added sulphites.
- Packaging that will be carried into food handling areas should be designed to minimise the risk of foreign body contamination.
- Granular products, including granular fly bait and granular rodenticides are not suitable for use in food handling areas.
- Liquid rodenticides are not suitable for use on food sites except in external areas under special circumstances and only with prior written permission from the client and from the pest management organisation's designated expert.
- Throw packs of rodenticides are not suitable for use on food sites, except when secured inside bait stations on fence lines.
- Tracking powders may not be used in food handling areas.

Guidelines for competent persons:

- For the purposes of Clause 5.1.4 a competent person could include a biochemist, entomologist, food scientist or a person who is competent in this area.

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6.1	Spill Kits
Intent	Pest management technicians shall have spill kits in their vehicles.
Purpose	To ensure that any spilt pest control product does not contaminate food.
Requirements	<p>6.1.1 Each pest management technician must have access to a kit designed to assist in the containment and clean-up of spilt chemicals.</p> <p>6.1.2 The spill kits must be labelled as such.</p> <p>6.1.3 The spill kit must contain suitable amounts of:</p> <ul style="list-style-type: none"> a) absorbent material/s, b) equipment for collecting used absorbent material, c) bags or containers for disposing of spilt items and used absorbent material. <p>6.1.4 All pest management technicians must be trained in the use of their spill kit.</p>
<p>G6.1 Guidelines</p> <p>Records of training in the use of spill kits should be available in the branch office.</p> <p>‘Suitable amounts’ means sufficient quantity to absorb or contain the largest liquid spill which could occur from any container being transported by the pest management technician.</p> <p>For the purposes of this standard, spill kits may be proprietary spill kits or may be as simple as a bag containing gloves, absorbent material, dustpan and brush and disposal bags.</p> <p>Absorbent material that is in a powder or granular format should be labelled.</p>	

7	Equipment and Devices
7.1	<i>Equipment and devices on food sites</i>
Intent	Devices such as rodent bait stations, traps, flying insect controllers and insect lures which are provided by the pest management organisation shall be appropriate with respect to food safety and food industry best practice.
Purpose	To prevent contamination of food from unsuitable pest management devices, installations or equipment.
Requirements	<p>7.1.1 Equipment and devices that are supplied by the pest management organisation must be made from impervious materials, of a shape which allows easy cleaning and of a design which will not accidentally release liquids, solids (including crumbs, nuts and bolts and glass fragments) or parts of pests into the environment.</p> <p>7.1.2 A designated equipment selection person must be available in the branch (for branch-based purchasing systems) or head office (for organisations with centrally-based purchasing systems).</p> <p>7.1.3 A system for selecting and procuring equipment must be available, preferably in a written format.</p> <p>7.1.4 If technicians are allowed to purchase equipment directly from suppliers, a written list of approved equipment and a procedure to describe which equipment may be purchased must be available, and adhered to.</p>
<p>G7.1 Guidelines</p> <p>Guidelines for documentation:</p> <ul style="list-style-type: none"> • A formal approval and purchasing policy should be in place. • A register of approved devices and suppliers is recommended. • If there are client-provided devices and/or client-serviced devices on a food site, this should be made clear in the site documentation. <p>Guidelines for devices:</p>	

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- Rodent stations must be lockable, have easily cleanable exteriors and have the means to secure blocks or sachets internally so that they cannot be removed by rodents.
- Rodent drink stations must not be used on food sites, except in external areas under special circumstances and only with prior written permission from the client and from the pest management organisation's designated expert.
- Flying insect control units shall be of the lure-contain type, not electrocute type.
- Flying insect control units containing ultraviolet (UV) lamps must be constructed from material that does not become brittle or shatter when exposed to UV light.
- Flying insect control units must be supplied with UV lamps that are shatterproof.
- Insect lures and traps in food handling areas shall not be made from cardboard.
- Devices which release aerosolised liquid pesticides from a cartridge on an automatic basis must not be supplied for use in food handling areas. Refer to Clause 4.3 and Clause 7.2 for more information about automatic devices.

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7	Equipment and Devices
7.2	<i>Location of devices</i>
Intent	Devices such as rodent bait stations, traps, flying insect controllers and insect lures shall be appropriately located on food sites.
Purpose	To prevent contamination of food from pieces of equipment, dirty equipment, pesticides, pests and parts of pests.
Requirements	<p>7.2.1 Devices and equipment must be placed in locations where food, food equipment and food packaging materials cannot be contaminated.</p> <p>7.2.2 All devices should be marked on the site map.</p> <p>7.2.3 If there are client-supplied devices on a food site, this must be clearly documented in the on-site records.</p>
<p>G7.2 Guidelines</p> <p>G7.2.1.1 Rodent bait stations containing rodenticide should not be used in food handling areas or food storage areas. If a need for rodenticide in food handling areas or food storage areas is established its use must be agreed and documented with the client.</p> <p>G7.2.1.2 Rodent traps should be located away from exposed food and where they can easily be monitored and accessed.</p> <p>G7.2.1.3 Rodent devices in non-food handling areas should be located with care. There are many issues to consider, including rodent behaviour, local insect activity, environmental legislation, non-target species, bait weathering and station access. Advice about these issues is outside the scope of this standard. Some food standards and some food safety auditors require or recommend specific intervals for locating stations, however it is best practice for auditors to review each site on its own merits according to level of pest activity and risk. Pest management organisations should ask their client about specific requirements for rodent station locations in the client's food safety standard/s before setting up a new site to ensure that the client's requirements are met. Loading docks and garbage areas should not be neglected. All rodent bait stations should be secured in all areas of food sites.</p> <p>G7.2.1.4 Rodent baiting on fence lines: the use of rodenticides on property boundaries is an area of concern for some pest management organisations. Fence-line baiting is an effective line of defence for many food sites, although each site must be reviewed on its own merits</p>	

according to level of pest activity and risk. Instructions for use must be adhered to. Where there is a conflict, the label instructions take priority.

G7.2.1.5 Flying insect control units containing ultraviolet (UV) lamps must be positioned in such a way that they are not visible from the outside of the building, nor should they be placed directly over a food preparation area. The client should be advised to reposition them if necessary. UV-based insect units should be located with expert technical knowledge, including knowledge of the flying strength and flying height of target species. Recommendations about these aspects of location are outside the scope of this standard.

G7.2.1.6 Insect lures, traps, sticky boards and gel stations must not be located above food preparation areas. In food storage areas they must not be located directly above stored food. They should be placed carefully, avoiding locations where they will be sprayed with water. They should be properly secured to walls, floor or equipment.

G7.2.1.7 Insect lures containing liquid must not be used in food handling areas, even if the liquid is non-toxic.

G7.2.1.8 Devices which release aerosolised liquid pesticides from a cartridge on an automatic basis should not be located in areas where there is exposed food.

G7.2.1.9 Pipe work for automated gas treatments should be installed with care using impervious, corrosion resistant piping and fittings.

G7.2.1.10 Traps for large pests and birds must be sited carefully so that food, equipment and food packaging will not be contaminated by parts of the trap or by any animal that is captured. Seek advice and permission from the client before siting these traps. Some attractants are not permitted on some food sites; seek permission before using an attractant that is not already present in the area.

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7	Equipment and Devices
7.3	<i>Labelling of devices</i>
Intent	The pest management organisation shall properly label stations and other devices on food sites.
Purpose	To ensure that people on food sites can easily know what is inside equipment placed by pest management technicians.
Requirements	<p>7.3.1 Rodent stations that contain rodenticide must be labelled such that it is clear that the device contains rodenticide.</p> <p>7.3.2 Rodent stations that contain non-toxic (indicator) blocks must be clearly labelled as such.</p> <p>7.3.3 Rodent stations that contain glue boards or snap traps or capture devices must be clearly labelled as such.</p> <p>7.3.4 Insect bait stations that contain pesticides must be labelled such that it is clear that the device contains pesticide. Small devices (less than 4 cm x 4 cm) that contain cockroach gel or ant gel are exempt from this requirement.</p> <p>7.3.5 Rodent stations and insect stations shall be numbered, whether or not they contain toxic or non-toxic materials.</p>
<p>G7.3 Guidelines</p> <ul style="list-style-type: none"> • In some jurisdictions, pesticide regulations may contain requirements that exceed this standard. Regulatory requirements take precedence over this voluntary standard. • The name and telephone number of the pest management organisation should be attached to every device. • Insect management and monitoring devices that contain non-toxic materials, such as moth pots or pheromone traps should be labelled as such. • Insect bait stations containing gel that are less than 4 cm x 4 cm and that are exempt from the labelling requirement must still be marked on the site map, and the total number of devices that have been placed shall be noted so that it is obvious if any are missing. 	

8	On-Site Documentation and Service Delivery
8.1	<i>Site Register (Site Folder)</i>
Intent	Information and records for food businesses shall be organised in a site register.
Purpose	To allow easy access to pest management records and information on site.
Requirements	<p>8.1.1 A site register that includes the following items must be provided to all HACCP food site clients:</p> <ul style="list-style-type: none"> a) Contact information for the pest management organisation b) A site specification (also called service summary or scope of works) that correctly specifies the products and services for this site – refer to Clause 8.2 c) A pest sighting report for use by food business employees, if not situated elsewhere on site d) A site map that is accurate and dated – refer to Clause 8.4 e) Service reports – refer to Clause 8.5 f) Rodent monitoring sheets – refer to Clause 8.6 g) Flying insect unit monitoring sheets and globe change records, if applicable – refer to Clause 8.6 h) Safety data sheets (SDSs) for all chemicals approved for use on the site - refer to Clause 8.7 i) Copies of technician licences – refer to Clause 12.1 j) Certificates of currency for insurance – refer to Clause 12.1.
<p>G8.1 Guidelines</p> <p>Templates for documents in a site folder are assessed during the document review stage of auditing for compliance to this standard.</p> <p>A food business client may prefer to file some or all pest management documents in their own folder or register. This is acceptable and will not give rise to a non-conformance during auditing to this standard. The client may choose to add their own internal documents to the pest management organisation's site register. This is acceptable.</p> <p>The site register will be inspected by the client's food safety auditors and by regulatory authorities such as local councils and state government bodies.</p>	



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At sites with wholly electronic reporting, the pest management organisation may use alternative means to meet the intention and purpose of this clause.



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8	On-Site Documentation and Service Delivery
8.2	<i>Site Specification (Service Agreement, Scope of Works)</i>
Intent	An effective site specification shall be implemented and available for review for each food site.
Purpose	To define the scope of service to be performed at the food site. To allow the food business to review and approve all proposed activities, treatments and pesticides to be used on site before commencement of the agreement.
Requirements	<p>8.2.1 The site specification must describe the following:</p> <ul style="list-style-type: none"> a) The frequency of service b) Type of pests covered c) Type of treatments d) Areas serviced e) Pesticides that will be used on this site. The pesticides must be selected from the pest management organisation's approved chemicals register (Clause 5.1) f) Client's food safety management standard/s, where applicable g) Special requirements for this site. <p>8.2.2 The site specification or service agreement must be appropriate for the type of business and based on an assessment of the location of the business and current pest activity OR there must be written evidence that the client has been advised that the current level of servicing is inadequate.</p> <p>8.2.3 The site specification must be in compliance with local regulations.</p> <p>8.2.4 Pest management technicians must comply with the site specification. Servicing that is ad hoc or outside the site specification must be undertaken only with the agreement of the client.</p>
G8.2 Guidelines	
G8.2.1 The full service contract or quotation should not be used to meet the requirements of this clause, because these documents contain commercially sensitive information such as pricing.	
G8.2.1 (a) Frequency: appropriate service frequency depends on the risks and history of pest activity.	

G8.2.1 (b) Type of pests: Servicing for rodents, flying insects and crawling insects should be included in the specification for all food sites. The exception is food businesses located within food courts that have no access to exterior areas of a building. For those sites, rodents may be excluded.

G8.2.1 (f) Information about the client's food safety management system is important when specifying a pest management service. The client should be asked to provide this information during the sales and quotation process (new client) or during an internal audit (existing clients who need updated site specifications). Examples of food safety management schemes are BRC, Codex HACCP, SQF, AIB and FSSC 22000.

G8.2.1 (g) Examples of special requirements include areas with restricted access, restricted hours for servicing, special induction procedures for new technicians, garbage disposal restrictions, organic accreditations and the like.

G8.2.2 An appropriate site specification is one that results in no on-going pest activity on site. The objective should be to maintain a pest-free environment or effectively return an environment to pest-free status in the event of an infestation.

If the site specification is not appropriate, the requirements of this clause are met if the pest management organisation has notified the client of the problem in writing, described deficiencies in the site specification which have led to pest problems or could lead to pest problems and recommended action to prevent these problem/s. A copy of this notification should be filed in the site register (preferably) or at the pest management organisation branch office (as a minimum).

G8.2.4 During an audit for compliance with this standard, the auditor will check that service reports describe only treatments and pesticides that are listed in the site specification or agreed ad hoc treatments. Unauthorised treatments and pesticides will give rise to a major or critical non-conformance.

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8	On-Site Documentation and Service Delivery
8.3	<i>Pest sighting reports</i>
Intent	The pest management organisation shall provide a means for food businesses to record pest activity on site and communicate it to the pest management technician.
Purpose	To record pest activity observed by food business personnel and formally communicate this to the pest management technician. To allow the pest management technician to formally acknowledge reports of pests, or an absence of reports of pests. To meet the documentation requirements of food safety management systems.
Requirements	8.3.1 A pest sighting report or reports must be available on site. 8.3.2 The pest sighting report/s must be signed-off and dated by the pest management technician during each service, even if it is blank.
G8.3 Guidelines <ul style="list-style-type: none"> The pest sighting report/s should be placed where they can be easily used by site employees, rather than in the site register. For large sites, more than one pest sighting report should be in use. The pest sighting report may be provided by the client or by the pest management organisation. Some food businesses will have their own pest sighting report, which forms part of their food safety system documentation. The pest sighting report should have spaces for the following information: date of sighting, pest type sighted, location of sighting, person sighting, pest management service technician sign-off, date of action. The pest management technician should encourage the client to use the pest sighting report. This includes placing the report/s in appropriate locations, and asking employees to use it. This is particularly important if pest management servicing occurs after hours. At food sites with wholly electronic reporting systems an electronic or telephone-based pest sighting system may be used if the client agrees. This system must log the sightings in a suitable manner and be easily accessible to food business personnel, auditors and pest management personnel. 	

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8	On-Site Documentation and Service Delivery
8.4	Site Map
Intent	A site map shall be made available to food businesses.
Purpose	To properly define areas of treatments on food sites. To meet the requirements of food safety management system standards.
Requirements	<p>8.4.1 A site map must be available on site.</p> <p>8.4.2 The site map must show the location of all equipment and devices placed on the site by the pest management organisation, including those placed temporarily on site.</p> <p>8.4.3 Rodent bait stations and flying insect control units must be identified by number on the map.</p> <p>8.4.4 Rodent stations containing non-toxic blocks must be clearly identified as such on the map.</p> <p>8.4.5 The site map must be dated and verified as accurate at least every 6 months.</p> <p>8.4.6 Each site map must be easy to orient compared to the entire property, for example with a North arrow or labelled main road (rural sites) or clearly marked front gate or main entrance.</p> <p>8.4.7 The site map must be in a format that is able to be updated by the pest management organisation.</p>
G8.4 Guidelines <ul style="list-style-type: none"> • Site layouts can be supplied by the client, and this is recommended for large or complex sites. Copies without pest management markings should be retained so that changes and updates can be easily managed without having to ask the client for more copies. • Insect bait stations containing gel that are less than 4 cm x 4 cm and that do not need to be labelled (Clause 7.3) must nevertheless be marked on the site map, and the total number of devices that have been placed shall be noted on the map so that it is obvious if any are missing. 	

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8	On-Site Documentation and Service Delivery
8.5	<i>Service Report</i>
Intent	The pest management organisation shall provide reports that accurately describe pest activity and treatments performed.
Purpose	To provide a record of pest activity and pest management activity which meets the needs of food businesses.
Requirements	<p>8.5.1 A service report should be immediately available for the client at the completion of each service, whether such a service is a scheduled service or an un-scheduled call-out.</p> <p>8.5.2 If a report will not be available immediately, the food business must be made aware of any chemical treatment performed in food handling area/s and a full report must be made available within 24 hours.</p> <p>8.5.3 Every service report, whether paper or electronic must include:</p> <ul style="list-style-type: none"> a) Detailed observations of pests on the site: identification of species, activity level, locations b) Full description of all treatments performed: type of treatment, location of treatment, chemical name, active ingredient, dilution, quantity used, batch number c) Detailed recommendations about proofing, housekeeping and emerging or on-going infestations. Such recommendations must be repeated until action has been taken by the client. <p>8.5.4 Manually generated (handwritten) service reports must be signed by the pest management service technician and should be signed by a client representative. Pages must be numbered in the format [Page X of Y].</p> <p>8.5.5 Templates for paper-based service reports must have well-defined spaces for including the information described above AND a method for keeping identical copies on-site and off-site, for example with carbon-paper booklets.</p> <p>8.5.6 Service reports must be filed in the site register at the food business or accessible to the client online.</p> <p>8.5.7 Copies of service reports must be kept by the pest management organisation and retained for at least 2 years.</p>

G8.5 Guidelines

During an audit for compliance to this standard, the following items should be available;

- copies of service reports for current clients and past clients (the content of past client records will not be reviewed during audit), or
- access to an electronic system which has the means to store and provide access to the information described in Clause 8.5.3.

Templates for service reports are reviewed during the documentation review stage of an audit for compliance to this standard.

When auditing for compliance to this standard at sites with electronic reporting, the contents of the reports may be reviewed off-site so as not to disturb the client during an audit.

Some large food sites require very frequent visits by pest management technicians. These visits are typically organised such that different activities are performed on different days of the week or weeks of the month, with the full range of pest management services delivered in the space of a month or more. At these sites a standard service report as described above may not be easily recognisable. In this case assessing conformance to this standard will require the auditor's discretion. Despite this, reporting for this type of large site must be such that it is easy to determine pesticide usage (type, location, chemical name, active ingredient, dilution, quantity used, batch number) on each separate occasion and pest activity which has occurred on the site.

Missing service reports and discrepancies between chemicals used and reported usually give rise to major non-conformances during an audit to this standard.

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8	On-Site Documentation and Service Delivery
8.6	<i>Pest monitoring records</i>
Intent	The pest management organisation shall provide pest monitoring records to food businesses.
Purpose	To record pest activity on the site to aid in pest management. To meet the documentation requirements of food safety management systems.
Requirements	The pest management organisation must make the following available: 8.6.1 A rodent bait station report which identifies each bait station individually and shows levels of activity at each, for each scheduled rodent service. 8.6.2 A flying insect controllers (FIC) report which identifies each FIC and shows level of activity and identification of pest at each, for each scheduled FIC service. 8.6.3 Monitoring reports for all portable traps, temporary traps and other indicator equipment that include pest activity and pest management technician actions, as required.
G8.6 Guidelines <ul style="list-style-type: none"> • Templates for all documents in a site folder or site register are assessed during the document review stage of the auditing process. • General pest activity must be reported on service reports which are compliant with this standard, so the requirements of this section are in addition to a general pest inspection which is performed at each site visit and recorded on the service report. This detailed monitoring is a requirement of pest management components of HACCP-based food safety standards. • Monitoring reports may be provided in electronic format. • Monitoring reports may be included within standard service reports, but this is only practical for small sites. Stand-alone monitoring reports are preferable. • Pest management organisations should be aware that some food safety standards require pest management organisations to provide trend analyses for pest activity. For example, food businesses operating to British Retail Consortium (BRC) standards will require trend analyses. Provision of trend analyses is not a requirement of this standard, however trend analyses should be provided to clients on request. 	

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8	On-Site Documentation and Service Delivery
8.7	<i>Safety Data Sheets (SDSs)</i>
Intent	Safety data sheets shall be made available to food businesses.
Purpose	To meet the needs of the food industry.
Requirements	<p>8.7.1 A safety data sheet (SDS) for each chemical product used on a client's site must be made available to that client.</p> <p>8.7.2 Safety data sheets must be less than 5 years old.</p> <p>8.7.3 Safety data sheets may be provided in hard copy (paper) or be made available to clients from the internet in electronic format.</p> <p>8.7.4 Hard copies must be provided to businesses that receive paper-based service reports; electronic copies may only be provided to clients who are receiving some or all of their service reports in an electronic format.</p> <p>8.7.5 Electronic safety data sheets must be in a format that is easily printed by a client with average technology resources.</p> <p>8.7.6 If copies are made available electronically, a piece of paper which explains how to access the electronic safety data sheets must be filed in the site register. It should include this statement: "If hard copies of safety data sheets are a requirement of your food safety system, please print out the relevant documents and file them in this folder. Be sure to update the safety data sheets as required." Sites of clients that receive all reports and communications electronically and that have no site register are exempt from this requirement.</p>
<p>G8.7 Guidelines</p> <p>During an audit for compliance to this standard, the following items should be available at the branch office;</p> <ul style="list-style-type: none"> a safety data sheet (SDS) for each chemical on the register of approved chemicals (Clause 5.1), less than five years old, in hard copy or electronic format. hard copies of safety data sheets for materials stored on site located immediately adjacent to each chemical storage area. 	

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Within each pest management vehicle there must be;

- a safety data sheet for each chemical that is in the vehicle, less than five years old and in hard copy (paper) format.

At each food site there must be;

- a safety data sheet for each chemical that has been used at the site within the last five years. The safety data sheet must be in hard copy, less than five years old and filed in the site register, unless the client is receiving electronic reports (refer to Clause 8.7.4).



9	Good Hygiene Practices
9.1	<i>Hand-washing policy</i>
Intent	The pest management organisation shall ensure that personnel wash their hands prior to entering food handling areas.
Purpose	To prevent contamination of food handling environments from chemical or microbiological hazards present on hands of pest management organisation personnel. To meet the requirements of food businesses' hygiene systems.
Requirements	9.1.1 The pest management organisation must have a documented hand-washing policy which requires personnel to wash their hands prior to entering food handling areas (or immediately after entering, if the hand-wash station is inside the food handling area). 9.1.2 Personnel must comply with the policy.
G9.1 Guidelines <ul style="list-style-type: none"> • The hand-washing policy may be included in relevant standard operating procedures (SOPs), training materials or in a separate policy statement. • Training in hand washing requirements should be included in induction programmes and SOP training programmes. • Hand-washing instructions should include 'How-to', as well as 'Why', 'When' and 'Where'. This should not be a long or complicated document. • The 'personnel' referred to in this clause includes pest management technicians, sales personnel, operations management and any other personnel of the pest management organisation who visit food sites. • Training records showing appropriate implementation of the policy may be reviewed during an audit to this standard. • Pest management organisation personnel should wash their hands when entering food handling areas during an audit to this standard. • An interview with the food business contact person may also be used to check hand-washing compliance of pest management personnel during an audit to this standard. 	

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9	Good Hygiene Practices
9.2	<i>Clothing and jewellery policy</i>
Intent	The pest management organisation shall ensure that personnel are appropriately attired on food sites.
Purpose	To prevent contamination of food handling environments from chemical, physical or microbiological hazards from clothing or jewellery of pest management organisation personnel. To meet the requirements of food businesses' hygiene and good manufacturing practice (GMP) systems.
Requirements	<p>9.2.1 The pest management organisation must have a documented policy which describes appropriate requirements for clothing and jewellery for pest management organisation personnel on food sites.</p> <p>9.2.2 The policy must include a requirement for personnel to comply with the rules, entry requirements and policies of every food site that they enter.</p> <p>9.2.3 Personnel must comply with the policy.</p>
<p>G9.2 Guidelines</p> <p>The clothing and jewellery policy may be included in relevant standard operating procedures (SOPs), training materials or in a separate policy statement.</p> <p>Training in clothing and jewellery requirements should be included in induction programmes and SOP training programmes.</p> <p>An appropriate clothing and jewellery policy for food sites addresses the following points:</p> <ol style="list-style-type: none"> Clothing and boots must not be a source of contamination on food sites Long trousers must be worn; no shorts or skirts Long hair must be tied back Shoes must be enclosed, with flat soles Jewellery policy for food sites must be defined by the pest management organisation. It must specifically prohibit all jewellery, with the exceptions being plain wedding bands and - at the pest management organisation's discretion - stud and 'sleeper'-style piercings, noting that many food sites prohibit all piercings. The rules and policies of the food business must be strictly adhered to at all times. 	

- f) Open wounds must be covered when on a food site – either by clothing or by an appropriate bandage or dressing. Avoid neutral-coloured bandages, blue coloured adhesive bandages are preferable and may be supplied by some food businesses.

The 'personnel' referred to in this clause includes pest management technicians, sales personnel, operations management and any other personnel of the pest management organisation who visit food sites.

Training records showing appropriate implementation of the policy may be reviewed during an audit for compliance to this standard.

Pest management organisation personnel must be appropriately attired when accompanying an auditor on a food site during an audit for compliance to this standard.

An interview with the food business contact person may also be used to check compliance of pest management personnel during an audit to this standard.

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9	Good Hygiene Practices
9.3	<i>Instructions for food-borne illnesses</i>
Intent	Pest management technicians shall inform food businesses if they have a food-borne illness, prior to commencing work on site.
Purpose	To allow the food business to make appropriate decisions to protect food safety.
Requirements	<p>9.3.1 The pest management organisation must have a documented policy which describes appropriate actions that a pest management technician must take if he or she has a food-borne illness.</p> <p>9.3.2 The policy must include a requirement for the pest management technician to inform the client site contact if he or she has a food-borne illness, before commencing work on the site.</p> <p>9.3.3 Personnel must comply with the policy.</p>
<p>G9.3 Guidelines</p> <p>For the purposes of this standard, a person with a food-borne illness means a person who has a symptom that indicates he or she may be suffering from a food-borne disease, or a person who knows he or she is suffering from a food-borne disease, or is a carrier of a food-borne disease. Symptoms of food-borne illness include diarrhoea, vomiting, sore throat with fever, fever or jaundice.</p> <p>The food-borne illness policy may be included in relevant standard operating procedures (SOPs), training materials or in a separate policy statement.</p> <p>Appropriate instructions for food-borne illness: “If you have a food-borne illness (symptoms include diarrhoea, vomiting, sore throat with fever, fever, jaundice, hepatitis A or hepatitis E) <i>you must inform the site contact</i> before commencing work on site. The site contact may ask you not to enter food handling areas. In this case, contact your supervisor for further instructions.”</p> <p>Records of illness and doctors’ certificates are not a requirement of this standard.</p> <p>Training in requirements related to food-borne illness should be included in induction programmes and SOP training programmes.</p> <p>Training records showing appropriate implementation of the policy may be reviewed during an audit to this standard.</p>	



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An interview with the pest management technician/s may be used to check knowledge of and compliance to this policy during an audit to this standard.



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10	Verification Practices
10.1	<i>Client feedback system</i>
Intent	The pest management organisation shall keep records of complaints and actions taken to rectify problems identified by customers.
Purpose	To aid in the swift rectification of any problems with food site services.
Requirements	<p>10.1.1 The pest management organisation must have a system for recording feedback from its food business clients. This may take the form of client care phone number, client liaison staff, scheduled site visits by sales/account staff or similar.</p> <p>10.1.2 The system must include a log which records all feedback that has been received.</p> <p>10.1.3 The system must include corrective actions taken to correct problems which have been identified.</p>
G10.1 Guidelines <ul style="list-style-type: none"> • Site folders and service reports should contain contact information for clients wishing to provide feedback. • For small pest management organisations a diary or day book in which all feedback is recorded and corrective actions are noted will meet the requirements of this standard. • All problems that are identified should be analysed to discover their 'root cause', and actions to prevent a re-occurrence should be taken and documented. 	

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10	Verification Practices
10.2	<i>Internal audit system</i>
Intent	The pest management organisation shall monitor the quality of its servicing and the suitability of its services for food businesses.
Purpose	To identify and rectify any problems occurring on food sites. To identify opportunities to improve pest management services on food sites. To monitor compliance with the requirements of this standard.
Requirements	<p>10.2.1 The pest management organisation must conduct a formal review of operations ('internal audit') at each HACCP-compliant food site at least once every 12 months.</p> <p>10.2.2 The internal audit must be conducted by a person that meets the requirements of a designated expert as defined in Clause 3.2 of this standard.</p> <p>10.2.3 The internal audit must include a check of compliance to the following elements of this standard as a minimum:</p> <ul style="list-style-type: none"> a) Clause 4.2 Technician's compliance with SOPs while on site b) Clause 4.3 On-site activities must be performed without contaminating food, food equipment and food packaging materials c) Clause 7.1 Equipment on site; characteristics of equipment d) Clause 7.2 Location of equipment on site e) Clause 7.3 Labelling of equipment on site f) Clause 8.1 Site Register g) Clause 8.2 Site Specification h) Clause 8.3 Pest Sighting Reports i) Clause 8.4 Site Map j) Clause 8.5 Service Report k) Clause 8.6 Pest Monitoring Records l) Clause 8.7 SDSs m) Clause 12.1 Licences and insurances current and filed in folder n) Clause 12.1 No trainees servicing food sites

10.2.4 Records of audits including non-conformances and corrective actions shall be kept.
10.2.5 Non-conformances shall be rectified in a timely manner, and this would usually mean during the first scheduled service visit following the audit.

G10.2 Guidelines

- A suggested checklist is included in Appendix 3.
- During an audit for compliance to this standard, a selection of internal audit reports may be reviewed.
- Internal audits may be used by the pest management organisation to monitor other aspects of servicing on food sites, as well as those mentioned in Clause 10.2.3. Therefore, the internal audit checklist in Appendix 3 should be extended as required by a pest management organisation. The audit checklist must not be reduced in scope.
- 'Timely manner' for rectifying non-conformances depends on the level of risk from the non-conformance and also the frequency of servicing at the site. Most non-conformances should be rectified during the next scheduled service visit following the internal audit but a high risk non-conformance may need to be rectified prior to the next scheduled service.
- All problems that are identified should be analysed to discover their 'root cause', and actions to prevent a re-occurrence should be taken and documented. Root cause analyses are not auditable under this standard, however it should be noted that multiple non-conformances with the same 'root cause' can result in delays to or prevention of certification.
- Continuous improvement is implied under this clause. There is no formal requirement for documented continuous improvement in this standard.

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11	Training
11.1	<i>Training plan</i>
Intent	The pest management organisation shall have defined the training requirements for its pest management technicians.
Purpose	To ensure that pest management technicians are appropriately trained and that skills are maintained.
Requirements	<p>11.1.1 The pest management organisation must have a documented training plan or training needs analysis which lists the required competencies for pest management service technicians.</p> <p>11.1.2 The training requirements must include knowledge of and competency in the organisation's standard operating procedures and other policies mentioned in this standard.</p> <p>11.1.3 The training requirements must include food safety training (refer to Clause 11.3).</p>
G11.1 Guidelines <ul style="list-style-type: none"> • The training plan should include induction training, required competencies for pest management technicians (prior to work) and ongoing training needs (during the term of employment/contract). • Although team meetings and 'tool box talks' are an important part of ongoing training during the term of employment, a schedule of team meetings does not meet the requirements described in Clause 11.1.1. 	

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11	Training
11.2	<i>Training records</i>
Intent	The pest management organisation shall have appropriate training records for pest management technicians.
Purpose	To keep a record of the training and competencies of individual pest management technicians and to provide an overview of training needs and gaps in training for all pest management technicians within a branch or organisation.
Requirements	<p>11.2.1 Individual training records:</p> <ul style="list-style-type: none"> a) The pest management organisation must keep a training record for each pest management service technician ('individual training record'), whether they are an employee or contractor. b) Pest management technicians and their supervisors must sign-off and date each component of the training plan as training is completed, on their individual training record. <p>11.2.2 Training register or training matrix:</p> <ul style="list-style-type: none"> a) The pest management organisation must keep a training register or training matrix which lists the competencies of each pest management technician in each branch that operates to this standard, whether they are an employee or contractor. b) Training registers or matrices must include the job title/role of each person and must be dated. c) The training register or matrix must match the training plan with respect to how the competencies are described and/or assessed.
G11.2 Guidelines	
Individual training records and the training matrix or training register will be reviewed during an audit for compliance to this standard.	

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11	Training
11.3	<i>Training in the principles of food safety</i>
Intent	Pest management technicians shall be knowledgeable about HACCP and the needs of the food industry, and shall be aware of food safety when servicing food sites.
Purpose	To prevent contamination of food from pest management activities and to allow good communication between food businesses and pest management organisations.
Requirements	<p>11.3.1 Food safety training must be part of the pest management organisation's training plan.</p> <p>11.3.2 All pest management service technicians who service food sites must have received food safety training within the last 24 months. This must be documented on their individual training records and recorded on the training matrix or training register.</p> <p>11.3.3 Food safety training may be provided by the pest management organisation or by an external organisation. It must adequately address the following points: the meaning of HACCP and how it is used by the food industry; methods of controlling hazards which can arise from pest management activities on food premises, with particular attention to chemical contamination and good hygiene practices; documentation requirements for the food industry. Training materials which have not been provided by HACCP International must be reviewed and found suitable to meet the requirements of this clause during an audit for compliance to this standard.</p>
<p>G11.3 Guidelines</p> <p>Individual training records and the training matrix or training register will be reviewed during an audit for compliance to this standard.</p> <p>A copy of the training materials which have been used to train technicians in food safety may be reviewed during an audit for compliance to this standard. If the material has not been provided by HACCP International, or if it has been amended by the pest management organisation, it will be assessed during the audit to check that it adequately addresses the points described in Clause 11.3.3.</p>	

12	Licences and Insurance
12.1	<i>Licensing, insurance and regulatory compliance</i>
Intent	The pest management organisation shall provide legally compliant, appropriately insured and competent services to food businesses.
Purpose	To meet the needs of the food industry.
Requirements	<p>12.1.1 Pest management organisations must comply with all local regulations.</p> <p>12.1.2 Each pest management technician must comply with all local regulations.</p> <p>12.1.3 Pest management service technicians who service food sites must be licensed in accordance with local legislation, where applicable and be able to demonstrate that they have appropriate training, experience and accreditation.</p> <p>12.1.4 Trainee technicians may not service premises where food is handled in commercial quantities except under the direct (on-site) supervision of a technician who meets the requirements of Clause 12.1.3.</p> <p>12.1.5 Pest management organisations must be appropriately insured.</p> <p>12.1.6 Licences or accreditation documents for technicians and insurance certificates (public liability and workers cover) must be filed in the site register or this information must be available to clients on-line.</p>
<p>G12.1 Guidelines</p> <p>In jurisdictions where pest technicians are not required to be licensed, the pest management organisation should use an accreditation scheme for technicians. This can be an internal or an external scheme.</p> <p>Policies or procedures which specifically exclude trainees from servicing food sites unless directly supervised by a licensed technician who is accompanying them on the site will be reviewed during an audit for compliance to this standard, OR a written declaration from an authorised representative of the pest management organisation may be provided during the audit.</p> <p>During an audit for compliance to this standard, the auditor will check that all paper-based service reports have been signed by licensed technicians and that data for electronic service reports has been created and collected by licensed technicians.</p>	



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Licences and/or accreditation documents for pest management technicians who are no longer servicing a site should be retained in the site register for two years, even if they are no longer employed or contracted by the pest management organisation.



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APPENDIX 1 – NON-CONFORMANCES and CORRECTIVE ACTIONS

Guidelines for classifying non-conformances

Critical Non-conformances

A critical non-conformance is a problem that has caused or is very likely to cause severe hazards to food safety. Critical non-conformances result in a suspension of certification and withdrawal of certification if not rectified within 7 days.

Examples of critical non-conformances include:

- moderate to severe pest activity at a food business site, where the service specification is adequate
- Contamination of food with pesticide or a high likelihood that this could occur during servicing

Major Non-conformances

A major non-conformance is a problem that

- a) has caused or is very likely to cause moderately severe hazards to food safety;
- or
- b) has caused or is very likely to cause serious problems for a client during a regulatory inspection or food safety audit;
- or
- c) is a minor non-conformance which has not been rectified in a timely manner and has been elevated to a major non-conformance.

Examples of major non-conformances include:

- Use of non-approved chemicals in food areas of a food site
- A lack of written procedures for pest treatment activities
- Services (1 or more) completed without reporting
- Multiple failures with equipment type, positioning, identification or securing
- Multiple failures with reporting, such as recording batch numbers, location of pesticide usage or making recommendations
- Un-licensed or trainee technicians servicing food sites unsupervised.

Minor Non-conformances

A minor non-conformance is a failure to comply with one the requirements of this standard, where that failure is unlikely to have an impact on food safety or cause serious problems for a client.

Examples of minor non-conformances include:

- Minor failures with reporting, such as legibility of non-critical content
- Occasional failures with reporting, such as missing batch numbers
- Occasional failures with provision of current SDSs to clients
- Problems with internal records such as client feedback logs

- Gaps or minor errors in internal policies or procedures
- Gaps or minor errors in internal records such as personnel files
- Occasion failures with site register contents such as out-of-date insurance certificates

Time frames for rectifying non-conformances

Critical: Critical non-conformances must result in immediate commencement of corrective action and must be rectified within 7 days. If not rectified within 7 days, certification will be withdrawn.

Major: Major non-conformances require corrective action to be commenced immediately, and completed as soon as possible. Certification will be delayed, suspended or not renewed until the major non-conformance is rectified.

Minor: Minor non-conformances require corrective action within a timeframe set by the auditor according to the risk arising from the non-conformance. Timeframes for minor non-conformances relating to service delivery are typically 3 months from the date the problem was identified. For corrective actions relating to internal documentation (such as SOPs, training matrices), time frames are typically 12 months or 24 months. Minor non-conformances which are not rectified within the agreed time frame may be elevated to major non-conformances.



APPENDIX 2 – GUIDANCE for SERVICING NON-HACCP FOOD SITES

Non-HACCP food sites have less rigorous requirements for documentation than HACCP-compliant food sites; however, they still require servicing which is 'food-safe'.

All food premises should be free of pests, and this includes non-HACCP food sites.

When servicing non-HACCP food sites, it is best practice with respect to food safety for certified pest management organisations to comply with all the elements of this standard, including internal auditing requirements and technician training requirements. The exception is documentation provided to the client; non-HACCP food sites require less documentation than HACCP-compliant food sites.

Documents for non-HACCP food sites	
Reference	Documentation guidelines
8.1 Site Register (Site Folder)	A site register should be provided to all non-HACCP food site clients.
8.2 Site Specification	A site specification should be provided to all non-HACCP food site clients.
8.3 Pest Sighting Reports	Pest sighting reports (for use by the client) are not required for non-HACCP food site clients.
8.4 Site Map	A site map is not compulsory at non-HACCP food sites. However, the location of treatments and devices must be properly described and this usually requires a map.
8.5 Service Reports	Service reports must be provided as required by local regulations. To meet best practice with respect to food safety they should be compliant with the requirements of Clause 8.5 of this standard.
8.6 Pest Monitoring records	Monitoring records for individual bait stations are not required for non-HACCP food sites.
8.7 Safety Data Sheets (SDSs)	SDSs must be provided as required by local regulations, and should be compliant with the requirements of Clause 8.7 of the standard.

APPENDIX 3 – INTERNAL AUDIT CHECKLIST

Internal audit checklist; for use by pest management organisation

The pest management organisation must conduct a formal review of pest management operations ('internal audit') at each HACCP-compliant food site at least once every 12 months, as described in Clause 10.2 of the standard. The purpose is to identify and rectify problems occurring on food sites, identify opportunities to improve pest management services on food sites and to monitor compliance with the HACCP International Pest Management Standard.

Audits must be conducted by expert personnel of the pest management organisation, as defined in Clause 3.2 of the standard. A report of each audit is required. All audits and audit reports must address, as a minimum, each of the requirements listed in Clause 10.2.3.

The checklist below meets the requirements of Clause 10.2.3. It can be extended to include other aspects of on-site servicing that the pest management organisation would like to assess.

Example of internal audit checklist

Name and address of food site	
Name of internal auditor	
Job title of internal auditor	
Date of audit	
Report date	
Completion of close-outs and sign-off	

The checklist should also include template version number or issue date and page numbers in the format [X of Y]

Requirements		Results	Close-out requirements	Close-out status
PART A	Documentation on site			
Site Register (Site Folder)				
8.1.1	Is there a site register or equivalent electronic system available for the client on site?			

Requirements		Results	Close-out requirements	Close-out status
8.1.1	<p>Does the site register include the following items?</p> <ul style="list-style-type: none"> a) Contact information b) A site specification c) A pest sighting report for use by food business employees, if not situated elsewhere on site d) Site map e) Service reports f) Rodent monitoring sheets g) Flying insect unit monitoring sheets and globe change records, if applicable h) Safety data sheets (SDSs) i) Technician licences and/or accreditation documents j) Insurance certificates of currency 			
Site Specification (Service Agreement, Scope of Works)				
8.2.1	<p>Does the site specification describe the following:</p> <ul style="list-style-type: none"> a) The frequency of service b) Type of pests covered c) Type of treatments d) Areas serviced e) Pesticides that will be used on this site. The pesticides must be selected from the pest management organisation's approved chemicals register f) Client's food safety management standard/s, where applicable g) Special requirements for this site. 			
8.2.3	Is the site specification compliant with local regulations?			
Site Map				
8.4.1	Is there a site map(s)?			
8.4.2	Does the site map(s) show the location of all equipment and devices placed on the site, including temporary devices?			
8.4.3	Are rodent bait stations and flying insect control units numbered on the map?			
8.4.4	Does the map have a key or other means to determine which stations contain toxic and non-toxic baits? And which are traps?			
8.4.5	Has the site map been checked and verified as accurate within the previous 6 months?			
8.4.6	Are the site maps easy to orient compared to the entire property?			

Requirements		Results	Close-out requirements	Close-out status
8.4.7	Is the site map present in a format that is able to be updated by the pest management organisation (ie.not controlled exclusively by the food business)?			
Service Reports				
8.5.1	Are service reports available to the client immediately at the completion of every service?			
8.5.2	If any report was not available immediately, was the food business made aware of any chemical treatment performed in food handling area/s?			
8.5.3 a)	Do all service reports include detailed observations of pests on the site: <ul style="list-style-type: none"> • identification of species, • activity level, • locations of pest activity? 			
8.5.3 b)	Do all service reports include full descriptions of all treatments performed: <ul style="list-style-type: none"> • type of treatment, • location of treatment, • chemical name, • active ingredient, • dilution, • quantity used, • batch number? 			
8.2.4	If servicing outside the scope of the site specification has been performed, has this been done only with the agreement of the client? Examples include: use of products or types of treatments not included in site specification.			
8.5.3 c)	Do all service reports include detailed recommendations about proofing, housekeeping and emerging or on-going infestations?			
8.5.3 c)	Are recommendations repeated until action has been taken by the client?			
8.5.4	Have all reports been signed by the pest management service technician and by a client representative?			
8.5.6	Have service reports been completed for every visit?			
Pest monitoring records				
8.6	Are monitoring records for rodent stations, flying insect controllers, traps and other indicator equipment available on site?			
8.6.1	Rodent monitoring: is there a report which identifies each bait station individually and shows levels of activity at each, for each scheduled rodent service?			

Requirements		Results	Close-out requirements	Close-out status
8.6.2	Flying insect controllers (FIC): is there a report which identifies each FIC and shows level of activity and identification of pest at each, for each scheduled FIC service?			
8.6.3	Traps and other equipment: is there a monitoring report for all portable traps, temporary traps and other indicator equipment?			
G8.6	If this client has requested trend analyses, have they been provided at the required frequency? Are they accurate?			
Safety Data Sheets (SDSs)				
8.7.1	Is there a safety data sheet (SDS) available to the client for each chemical product used on site? Hard copies must be provided to businesses that receive paper-based service reports.			
8.7.2	Are all safety data sheets less than 5 years old?			
8.7.6	If copies are made available electronically, is there a piece of paper which explains how to access the electronic safety data sheets in the site register? Clients that receive all reports and communications electronically and that have no physical site register are exempt from this requirement.			
Licensing, insurance and regulatory compliance				
12.1.2	Are services compliant with all local regulations?			
12.1.3	Are all pest management technicians who service this site licensed in accordance with local legislation, where applicable and able to demonstrate that they have appropriate training, experience and accreditation?			
12.1.4	Are trainee technicians on this site always under the direct (on-site) supervision of a fully licensed technician?			
12.1.6	Are licence and/or accreditation documents for all technicians who have serviced this site available to the client? Are they suitable and current? Licences of technicians who no longer service this site should be available on site for two years after their last service.			
12.1.6	Are insurance certificates (public liability and workers cover) available to the client? Are they suitable and current?			
Pest sighting reports or logs (for client use)				
8.3.1	Are pest sighting reports or logs available on site?			

Requirements		Results	Close-out requirements	Close-out status
8.3.2	Are the pest sighting report/s signed-off and dated by the pest management technician during each service, even if blank?			
G8.3	Are there an appropriate number of pest sighting logs (large sites)?			
G8.3	Are the pest sighting reports located in appropriate positions?			
G8.3	Has the pest management technician encouraged the client to make use of the pest sighting reports?			
PART B	Walk-through: Equipment, service activity and pest activity on site			
Equipment and devices on site				
7.1.1	Is pest equipment and devices on site constructed from impervious materials, of a shape which allows easy cleaning and of a design which will not accidentally release liquids, solids or parts of pests into the environment?			
7.2.1	Are devices and equipment placed in locations where food, food equipment and food packaging materials cannot be contaminated?			
7.2.2 8.4.2	Are all devices accurately marked on the site map(s)?			
7.2.3	If there are client-supplied devices on a food site, is this clearly documented in the on-site records?			
Labelling of devices				
7.3.1	Are rodent stations that contain rodenticide labelled such that it is clear that the device contains rodenticide?			
7.3.2	Are rodent stations that contain non-toxic (indicator) blocks clearly labelled as such?			
7.3.3	Are rodent stations that contain glue boards or snap traps or capture devices clearly labelled as such?			
7.3.4	Are insect bait stations that contain pesticides labelled such that it is clear that the devices contain pesticide? Small devices (less than 4 cm x 4 cm) that contain cockroach gel or ant gel are exempt from this requirement.			
7.3.5	Are all rodent stations and insect stations numbered?			
Service activities on site				
9.1 9.2 9.3	Do pest management technicians, account managers and other personnel adhere to good hygiene practices while on site? Good hygiene practices include adherence to policies or procedures for hand-washing, clothing, jewellery and food-borne illness.			

Requirements		Results	Close-out requirements	Close-out status
4.2.4	Do technicians perform activities in accordance with SOPs?			
8.2.4	Do pest management technicians comply with the site specification? Servicing that is ad hoc or outside the site specification must be undertaken only with the agreement of the client.			
4.3.1	Have chemical treatments and other pest management activities been performed without contaminating food, food equipment and food packaging materials?			
G4.3.1.2	Are rodent stations secured, maintained and supplied with bait or attractants in accordance with SOPs?			
G4.3.1.2	Do rodent devices in food handling areas contain only non-toxic monitoring or attractant materials (no rodenticides)?			
G4.3.1.2	Are glue boards and snap traps properly located, marked on the map and checked daily (by food business or pest management technician)? Temporary devices must be marked on the map.			
G4.3.1.2	If rodent attractants are used, are they free from common human food allergens (eg. peanuts)? Allergenic attractants may be used only with the written permission of the food business.			
G4.3.1.3	Are flying insect units situated, maintained and serviced in accordance with SOPs?			
G4.3.1.3	Do all flying insect units contain only shatterproof lamps?			
G4.3.1.4	If devices that release pesticides are used, are they located only in areas where there is no exposed food?			
G7.2.1.6, G7.1	If insect lures, gel stations and other devices are used, are they secured, maintained, located and marked on the map according to SOPs? Cardboard insect traps should not be present in food handling areas			
G4.3.1.4	If insect traps containing liquid are used are they located only in areas where there is no exposed food?			
G4.3.1.5	Have spray treatments been performed only in areas and using methods that avoid contamination of food, food equipment and food packaging materials?			
G4.3.1.5	Are food handling areas free from evidence of dusts and granular insecticides?			
G4.3.1.5	Have insecticide gels been placed appropriately to avoid contamination and in accordance with SOPs?			

Requirements		Results	Close-out requirements	Close-out status
G7.2.1.10 4.2.4 4.3.1	If trapping, baiting or culling of large pests or birds has been performed on site has this been done in accordance with SOPs and without contaminating food, food equipment and food packaging materials?			
Pest activity and housekeeping on site				
8.5.3 a,c)	If there is pest activity on site has it been identified and properly recorded on recent service reports? Have recommendations been made about emerging or on-going infestations?			
8.5.3 c)	If there are problems with housekeeping or proofing on site, have they been properly documented on recent service reports?			
8.2.2	Now that the site has been inspected, is the servicing specified for this site appropriate? If not, has the client has been advised in writing of such? An appropriate site specification is one that results in no on-going pest activity on site, with the objective to maintain a pest-free environment or effectively return an environment to pest-free status in the event of an infestation.			
Commendable findings				
Opportunities for improvement				
Other comments and observations				

For an electronic copy of this checklist, write to info@haccp.com.au