



Bridging the Gap (Manchester)

Pest Control Management Policy & Procedure

Registered Charity Number: 1170952

This policy and procedure will be reviewed every two years or sooner if there are any changes in the related legislation or when an incident dictates. This will ensure that this document is current and fit for purpose.

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Reviewed by: Michelle McHale

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1. Introduction

Bridging the Gap (BTG) is committed to the safe practice management of all our sites and all tasks carried out to reduce the risk to health of all staff, volunteers, contractors and service users. The control of any pests forms part of this commitment and ensures that the organisation is operating within the law as it relates to food safety and hygiene.

2. Purpose

It is the intention of this policy to provide guidance to ensure that all appropriate steps are taken to comply with the duty to manage pest activity and to comply with pest control related legislation, approved codes of practice, guidance and relevant standards.

In order to do this BTG will ensure that all parts of the premises in which it provides food are suitable for purpose, kept clean and maintained in good physical repair and condition.

This policy and procedure aims to ensure a consistent and robust approach to the management of pest infestation and preventative measures.

Pest control is required to: -

- prevent spread of disease
- prevent wastage and contamination of food
- prevent damage
- comply with the law.

If pests become established they can prove difficult and costly to deal with.

BTG recognises its legal obligation to undertake all necessary measures to prevent and manage the risk of pest infestation in all food storage areas. High standards of pest control across all our sites are an integral part of providing safe environments for the delivery of food provisions.

BTG, assisted by its pest control contractor and the building management services of its landlord, will deploy and monitor procedures and management systems to ensure the premises it uses are clear of infestation and that this position is maintained.

3. Organisational Responsibilities

Everyone, whether paid or unpaid, is responsible for complying with BTG's arrangements for the management of pest control. In order to comply with this policy, all staff must be aware of the reporting procedures and levels of responsibility, which exist to ensure that all matters of pest control management are dealt with effectively.

In order to ensure that pest control is managed efficiently within the organisation, the following responsibilities have been allocated: -

3.1. Board of Trustees

The Board of Trustees has overall responsibility for all matters relating to pest control. This responsibility includes ensuring that all pest control matters are seen as an important priority for the Charity and that they are addressed through comprehensive policies and procedures that are effectively implemented. The Board of Trustees will communicate all pest control issues to its landlord's building management services and ensure that appropriate pest infestation controls are implemented immediately and monitored.

3.2. Project Manager

The appointed Project Manager (PM) is responsible for ensuring that the aims and objectives of BTG's Pest Control Management policy are implemented. The PM must record all concerns or sightings relating to pest infestations and report to the Board of Trustees without delay for their immediate attention.

3.3. Warehouse Co-ordinator

It is the Warehouse Co-ordinator's responsibility to: -

- ensure that general pest control measures are adhered to by all staff and volunteers
- carry out weekly checks for sightings of pests and to record these, and any action taken, in the pest control reporting book, which should be kept up-to-date and ready to be made available to any Environmental Health inspection that occurs
- ensure that any sighting of pest infestation is reported to the Project Manager without delay. In the absence of the Project Manager all concerns should be reported to the Safeguarding Officer and/or Board of Trustees
- liaise with appointed pest infestation services to ensure all bait boxes and radar traps are regularly checked and emptied as and when required
- ensure that all food items in edible packaging are stored in sealed, robust containers.

3.4 Safeguarding Officer

The Safeguarding Officer is responsible for the implementation and monitoring of this policy, within their specific area of responsibility for safeguarding and welfare, ensuring that: -

- Risk assessments in relation to pest control are carried out, recorded and reviewed regularly
- Ensuring that pest control management procedures and safe working practices resulting from them are produced, documented and implemented
- Undertaking regular monitoring and reporting any negative findings to the Board of Trustees.

3.5 Employees paid/unpaid

All employees have an individual responsibility for pest control management in line with their duties and working environment. Each employee or volunteer of the organisation has an individual responsibility to: -

- Co-operate with the organisation's management in the implementation of this policy
- Report a failure to adequately manage pest control to their supervisor/ manager
- Report any pest activity.

4. Implementation

In order to implement this policy effectively all staff should be encouraged to play their part in the organisation's overall goal to be operating within clean, safe and well-maintained premises, free from any pest activity.

Project Managers will take the lead in implementing and encouraging pest control awareness into everyday activities.

5. Reporting Arrangements

All sightings of pests or evidence of their existence should be reported in the first instance to the Project Manager who will ensure that the pest control reporting book is completed in accordance with this policy.

The following information must be recorded in all instances:-

- The affected premises (the Wesley Centre or any of the food hub premises)
- The precise location within those premises e.g. which warehouse, office, community space etc
- The type of pest, if known
- Possible numbers and the frequency of sighting
- The name of the person reporting
- The date and time of the sighting
- Action taken following a notification must be recorded in the pest control logbooks held on site.

In the event that a satisfactory response is not received within 24 hours of reporting the matter, the Safeguarding Officer should be contacted.

6. General Pest Control Measures

There are some basic control measures that must be carried out to minimise the risk of pest problems. All BTG staff are required to adhere to the following procedures: -

- Food must always be stored off the floor
- Foods which may be appealing to pests must be stored in pest-proof containers that are secured with the use of locking clips/clasps
- Food stock must be rotated frequently to ensure items do not remain at the back of shelving, so as to harbour pests
- Damaged packets and spillages must be promptly dealt with
- Waste should be stored in a manner suitable to prevent access by pests, disposed of in a timely manner and all waste storage locations must be kept clean and tidy
- Any food items found to be damaged or gnawed by pests should be immediately disposed of
- Any equipment, surfaces, or utensils that appear to have been touched by pests must be washed, disinfected and dried to stop harmful bacteria from spreading

- Buildings should be of sound structure and well-maintained, drains should be covered, leaking pipework repaired and damaged surfaces made good
- It is recommended that all users of the building do NOT feed any birds, cats etc. Any such activity should be reported to the landlord's building management services
- Any pest control devices (bait boxes, radar traps) should be regularly checked and should not be removed or disposed of. Any damage to the device should be reported immediately to the Project Manager. In the absence of the Project Manager such issues should be reported to the Safeguarding Officer or Board of Trustees.

7. Pest Control Contract

In order to ensure our services are safe and free from infestation, BTG will ensure that an appropriate pest control contract is in operation at all times.

8. Monitoring

Physical monitoring of records and treatments will be audited by the Safeguarding Officer and the pest control service provider. Incidents will be monitored in accordance with Environmental Health legislation and guidance.

BTG's warehouses are registered with the local Environmental Health departments and the organisation welcomes any monitoring of our services by Environmental Health Inspectors. BTG's monitoring records will be made available to these inspectors on request.