



How to manage Pest control in a retail environment

A Short Guide
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Overview

- What to look for and how to communicate
- Impact on business if it goes wrong
- Health, Safety and Fire impacts
- When an EHO calls
- Summary

Signs and communication

- What to look for
- Building work in the area
- How to communicate
- Staff training include attending pest contractor on visits

Impact on business if it goes wrong

- Increased workload
- Increased Monitoring
- Loss of sales
- Review

Health, Safety and Fire impacts

- Health, Safety and Fire impacts
 - Rodents carry infection Leptospirosis
 - Potential spillages slips trips falls
 - Damage cables increased fire risk and sometimes difficult to locate
 - Customer complaints feeling ill

Enforcement

- When an EHO calls
 - Potential for all food sales to be withdrawn from sale either voluntary or enforced
 - They won't just look for pest activity they will also look at how the store is!
 - Management both in store and above comes under scrutiny
 - Prosecution always a possible sanction for poor practice.

Conclusions

- **Management is key**

- Activity should be reported to your pest contractor
- Contractor should be BPCA registered
- Know what your pest contractor does always have him accompanied
- Ensure staff also have this knowledge
- Be aware of any refurbishments going on around you

- **Good housekeeping**

- Use a torch when looking, concentrate on wall floor junctions.
- Check for droppings with gloves on see if they are fresh or old then remove preferably with a vacuum cleaner.
- Map locations of activity on a store plan this allows for targeted treatment