

SAFE WORKING PROCEDURES MANUAL

1. Purpose and Scope

This manual defines the safe working methods used by Red Pencil Pest Control (RPPC) to protect employees, customers, and the environment during pest management activities.

It applies to all RPPC staff, subcontractors, and visitors at any premises where pest control services are carried out.

2. General Responsibilities

- **Technicians** must follow all risk assessments, COSHH data, and method statements.
- **Managers/Director** must provide training, supervision, PPE, and equipment maintenance.
- **Subcontractors** must comply with RPPC safety rules and provide evidence of competence and insurance.
- All workers have a duty to report unsafe conditions, near misses, or incidents immediately.

3. Personal Protective Equipment (PPE)

Standard PPE for field technicians:

- Type 5/6 disposable coveralls (hooded)
- Nitrile gloves (EN 374)
- Safety goggles or face shield (EN 166)
- Safety boots (EN ISO 20345)
- Half-mask respirator (A2P3 filter, EN 14387) when applying pesticides, dusts, or sprays
- High-visibility vest or jacket for external work

Procedures:

- Inspect PPE before use; replace damaged or expired items.
- Store PPE separately from chemicals and personal clothing.
- Dispose of contaminated PPE as hazardous waste.

4. Lone Working

- Complete dynamic risk assessment before starting work.
- Inform the office or designated contact of job details and expected duration.
- Carry a charged mobile phone at all times.
- Check-in required at the end of each job or at pre-agreed intervals.
- Withdraw immediately if threatened or unsafe.

- For lofts, outbuildings, or remote sites — maintain communication and use extra caution.

5. Vehicle Safety and Chemical Transport

- Only trained, insured drivers operate company vehicles.
- Daily pre-use checks (tyres, lights, fluids, load security).
- Carry: first-aid kit, fire extinguisher, spill kit, SDS folder, and PPE.
- Store chemicals upright, capped, and in sealed containment.
- No chemicals in passenger areas.
- Refuel with engine off and ignition sources removed.
- In case of collision or spill: isolate, contain, and notify the Director.

6. Pesticide Handling and Application

- Only BPCA-trained, authorised users may apply pesticides.
- Always read and follow the product label and COSHH assessment.
- Mix and decant in ventilated areas away from food, water, or drains.
- Do not eat, drink, or smoke while handling chemicals.
- Wash hands and exposed skin before breaks and after work.
- Do not apply pesticides in the presence of unprotected persons, pets, or exposed food.
- Record date, time, product, rate, and area of treatment.

7. Rodenticide Use (CRRU Stewardship)

- Non-chemical control (proofing, hygiene, traps) considered first.
- Place bait in tamper-resistant stations labelled “Poison – Do Not Touch”.
- Secure bait boxes and record exact locations on a site plan.
- Inspect at defined intervals; remove carcasses and uneaten bait.
- Never broadcast bait or leave unprotected.
- Dispose of waste bait and carcasses via licensed hazardous-waste route.

8. Insecticide Application (Sprays, Dusts, Gels, ULV, or Fogging)

- Conduct pre-treatment risk assessment: access, ventilation, electrical isolation.
- Ensure occupants and pets are excluded during application and until re-entry time expires.
- Wear full PPE; ensure RPE fit-test valid and filters within expiry.
- Ventilate after treatment and confirm safe re-entry.
- Clean application equipment thoroughly and dispose of washings responsibly.

9. Working at Height & Loft Access

- Avoid height where possible; use extendable tools before ladders.
- Inspect ladders before use; use only on firm, level ground.
- Maintain 3 points of contact; do not overreach.
- Lofts: check for structural safety, insulation, biological contamination, and electrical hazards.
- Use boards if joists not secure; carry a torch and respirator (P3 filter) where droppings or dust are present.

10. Manual Handling

- Assess loads before lifting; seek help or use aids (trolley, sack truck).
- Bend knees, keep back straight, and lift with legs.
- Avoid twisting; reposition feet instead.
- Store heavy items between knee and shoulder height.

11. Biological Hazards (Droppings, Carcasses, Bird Guano, Fleas, etc.)

- Treat all droppings and carcasses as potentially infectious.
- Wear gloves, coveralls, and RPE (P3).
- Lightly mist contaminated areas with biocide before disturbance.
- Double-bag and label waste; dispose of via hazardous-waste route.
- Wash thoroughly after handling and before eating/drinking.

12. Electrical Safety

- Visual inspection of cables, plugs, and extension leads before use.
- Do not spray or fog near exposed electrical components.
- Only PAT-tested equipment to be used; records kept annually.
- Disconnect power supply where possible when working near electrics.

13. Spill and Emergency Procedures

Minor spill:

- Stop source, contain with absorbent, collect and bag as hazardous waste.

Major spill:

- Evacuate area, ventilate, and call for assistance.
- Prevent entry into drains or watercourses.
- Report to Environment Agency (0800 80 70 60) if risk of environmental contamination.

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Fire:

- Evacuate, raise alarm, call 999.
- Use appropriate extinguisher (foam, CO₂, or powder).
- Do not use water jet on solvent-based products.

First Aid:

- Follow SDS guidance.
- Provide first aid and seek medical help as needed.
- Report all incidents for review and investigation.

14. Housekeeping and Hygiene

- Maintain clean, tidy vehicles and stores.
- Segregate chemicals, PPE, and clean tools.
- Dispose of waste daily and label all containers.
- No eating, drinking, or smoking in work areas or vehicles containing pesticides.

15. Waste Management

- Hazardous waste stored securely in sealed, labelled containers.
- Use licensed carriers; retain consignment notes.
- Triple-rinse and puncture empty containers before disposal (if permitted).
- Return unused stock to secure chemical store.
- Maintain waste records for a minimum of 3 years.

16. Customer & Public Safety

- Display warning signage where treatments pose a risk.
- Exclude members of the public during and after application as required.
- Communicate treatment precautions clearly to customers.
- Provide COSHH sheets or treatment reports upon request.

17. Review and Continuous Improvement

- This manual is reviewed annually or after any incident, near miss, or legislative change.
- Technicians may propose updates to improve safety and efficiency.
- All changes are authorised by the Director and circulated to staff.

18. Authorisation

Signed: *AWB*

Name: Andy Wood **Position:** Director
Date: 16 October 2025
Next Review: 16 October 2026