



COVID-19: Screening Procedure and Guidance to Technicians:
Current Review: 2nd November 2020– Review Date : As and When government
guidelines change.

With the current Coronavirus pandemic (COVID-19), we are keen to ensure that all technicians take appropriate precautions to minimise the risk of infection to keep themselves, their families, our customers and the public safe.

Any technician who has returned from travel outside of the UK must self-isolate in accordance current government guidelines.

If you or a member of your household experiences cough/fever/shortness of breath/ loss of taste or smell, even if symptoms are mild, **STAY INDOORS & FOLLOW GOVERNMENT GUIDELINES. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEND WORK.** If you have been contacted by NHS Track and Trace **STAY INDOORS & FOLLOW GOVERNMENT GUIDELINES. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEND WORK.** (See Risk Assessment)

If someone becomes unwell in the workplace, the unwell person should be removed to an area which is at least 2 metres away from other people. If possible, find a room or area where they can be isolated behind a closed door, such as a staff office. If it is possible to open a window, do so for ventilation.

The individual who is unwell should call NHS 111 from their mobile, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms.

Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow.

If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. (See Risk Assessment)



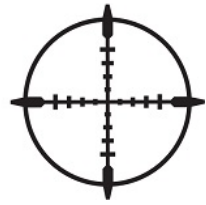
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If the previous statement does not apply to you, you can continue to work as normal following Bounty Pest Control's Covid-19 procedure and government guidelines.

To reduce the risk of infection, all visits must be screened ahead of attendance where customers may be present. Screening phone calls must take place to check that no customers, members of the workplace or household have returned from another country, had contact with a confirmed case, are self-isolating or are displaying coronavirus symptoms.

Follow the general public health advice...

- Avoid close contact (touching or shaking hands)
- Wash hands often with soap and hot water for 20 seconds; if that is not possible, use hand sanitiser
- Cover mouth and nose with a tissue or the crook of your arm if you sneeze or cough
- Avoid touching your mouth, nose, and eyes

COVID-19 can spread in your community by anyone with even a mild cough or low-grade fever (37.3 C or more). You should also stay home (or work from home) if you have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection.

This is an evolving situation so please keep up to date with government advice, which can be found <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>



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We will continue to operate a staff rota so that none of our technicians will come in to contact with each other. This is to safeguard Bounty Pest Control, our staff, their families, our customers and the public:

On arrival each morning:

- Before entering the building wear a new pair of Nitrile Gloves.
- Wear a new disposable mask.
- Wipe down any hard surfaces and handles you come into contact with on entering and as you leave the building.
- Follow the declaration for work procedure and record your temperature using the thermal thermometer (guidance given on site).
- Under no circumstances enter the store. Access to the area behind the pin coded lock is prohibited until further notice.
- Place any completed job sheets on your desk for collection.
- Stock for your 'next-day's jobs will be placed on your desks ready for collection.
- Place stock requests via text as soon as you are aware of minimal vehicle stock becoming low.



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Visit Screening Procedure:

As a small business operating in the service sector it is vital that our operations are safeguarded. Risks to our customers, public, staff and operations must always be mitigated.

Visit screening via phone and email will continue for the foreseeable future. Prior to any visit where customers are present phone calls must be made by technicians:

Prior to attending jobs technicians will be calling existing customers ask a series of questions:

- Have they recently travelled from any of the countries highlighted as 'at risk' by the government?
- Have they knowingly been in contact with anyone with Covid-19?
- Have they been advised to, or are they self-isolating?
- If they are a commercial client, do they have safeguarding requirements for staff and visitors?
- **If the customer does not answer or you leave an answerphone message detail the date and time of call.**
- **If the customer does not require a site visit detail the name of the customer, date and time of call.**
- **From 2nd November we will be continuing to visit sites where safe to do so to check external monitor points and undertake visual inspections. If pest issues are highlighted externally an internal inspection can be undertaken if the on site risk assessment allows.**



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- If Pest activity is noted during and external inspection on high-risk sites, contact the customer while on site and discuss if the visit should be escalated to an internal inspection and if so, when is it safe to carry this out?
- If a customer requests and inspection inside the premises and sites which a medium-high previous pest risk, these should be carried out where safe to do so and following the Bounty Pest Control Covid-19 procedure.

On Site Procedure:

- Follow social distancing guidelines. Continue to keep at least 2 metres apart from people on site.
- Ask that pets are kept away from you for the duration of your visit.
- If you are visiting a site outdoors only, PPE to be worn is: Disposable mask , Disposable Nitrile gloves and visor / safety spectacles (visor can be removed once you are certain that you are working alone if you chose to do so).
- If you are visiting a site indoors, PPE and RPE to be worn is: Draeger Mask, Disposable Nitrile gloves and visor at all times.
- Disposable masks to be replaced at the end of each day unless they become wet during the workday. These masks should be placed in your PPE waste bag along with the Nitrile gloves.
- Where pesticides are used, ensure a photograph is taken of the products and location of use. Add this photograph to the report.
- Where attendance is made for follow up visits, a general photograph of the areas checked should be added to the report.
- Ensure we have the customers email address so that the report can be forwarded electronically.
- Bag your waste PPE in the bags provided



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- Waste bags should be placed in our Biffa waste receptacle on returning to the office daily.

In addition to the previous instructions, make sure your vehicle is clean and hygienic:

- Surfaces (e.g. Gear sticks, Steering wheels, door handles) and objects (Electronic Tablets, Electronic pens, Bait Station Keys, Phones) are to be wiped and disinfected regularly, throughout the day.
- Do not hand your Electronic Tablet to customers for signing. Wearing a fresh pair of Nitrile Gloves ask the customer their full name and write their name in the signature box with 'CV-19' stated clearly next to the name.
- If customer is not present note the time of visit and take a photograph evidencing, you have attended.
- This is because surfaces touched by employees and customers is one of the main ways that COVID-19 spreads

Follow on site instructions:

- If a customer is providing hand sanitising gel this must be used
- On site instructions relating to COVID-19 must be followed
- If a customer is not providing hand sanitising products, ensure you use anti-bac wipes or gel before going on to a site and when leaving. Where possible wash your hands for 20 seconds in using soap and hot water.
- If customers question your use of PPE give an explanation that good respiratory hygiene prevents the spread of COVID-19



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Pest Management as a Critical Service:

We would like to remind customers that Public Health Pests carry a number of extremely dangerous diseases including Leptospirosis, Salmonella, E-Coli, Hantavirus etc.

As a fully qualified and accredited company we will continue to operate key services responsibly to ensure that Public Health Pests managed while the current covid-19 situation continues.



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