

Pest Control Output Requirement

1. DEFINITIONS

Any reference to "this Output Requirement" in this Annexure shall be a reference to this Pest Control Output Requirement (including the Appendices hereto).

In this Outline Requirement the following words and phrases shall have the following meanings unless the context otherwise requires:

"Pest Control Service"	Means those Services to be carried out pursuant to this Outline Requirement.
"Pests"	<p>Includes but is not restricted to the following</p> <p>Insects including:</p> <ul style="list-style-type: none">• Flies• Cockroaches;• Millipedes;• Wasps;• Stored product insects such as moths;• Lice and mites;• Silverfish;• Ants;• Fleas;• Crickets;• Bees;• Hornets. <p>Rodents including:</p> <ul style="list-style-type: none">• Rattus Norvegicus (common, brown or Norway rat);• Rattus Rattus (ship or black rat);• Mus domesticus (house mouse);• Grey squirrels. <p>Birds including:</p> <ul style="list-style-type: none">• Feral pigeons;• Sparrows.
Service users	<p>Means</p> <p>(a) Patients;</p> <p>(b) Staff;</p> <p>(c) Visitors;</p> <p>(d) Service Providers.</p>

2. KEY OBJECTIVES

Project Co shall provide a reactive and programmed Pest Control Service across the Trust Site. The key objectives of the Service are to:

- (a) Provide the Trust with a technical and fully operational Pest Control Service. The Service will be comprehensive, covering all land and property within the Trust Site;
- (b) Ensure that effective and economic pest control measures are implemented and that they are in accordance with the Trust's provision of patient care.

3. KEY CUSTOMERS

The key customers for the Pest Control Service are:

- (a) Patients;
- (b) Staff;
- (c) Visitors;
- (d) Service Providers.

4. PROCESS

4.1 Scope

Project Co shall comply with all requirements relevant to the delivery of the Pest Control Service.

In addition to the applicable provisions set in the Technical Requirement, Project Co shall comply with the Service Standards and Service Requirements of this Output Requirement.

The Pest Control Service shall provide, manage and operate a comprehensive system of pest control management in accordance with the Service Standards and the provisions of this Output Requirement. Types of Pests historically experienced by Trusts in past years have included but not limited to:

Insects including:

- Flies;
- Cockroaches;
- Millipedes;
- Wasps;
- Stored product insects such as moths;
- Lice and mites;
- Silverfish;
- Ants;
- Fleas;
- Crickets;
- Bees;
- Hornets.

Rodents including:

- Rattus Norvegicus (common, brown or Norway rat);
- Rattus Rattus (ship or black rat);
- Mus domesticus (house mouse);
- Grey squirrels.

Birds including:

- Feral pigeons;
- Sparrows.

4.2 Service Requirements

- 01** Project Co shall provide a comprehensive preventative, reactive (requested) and on-call (out of hours) service arrangement, using personnel who are fully trained, qualified and able to provide the high quality professional and practical advice. Two planned preventative site assessments to be made at night, one in the winter months and one in the summer months. In addition the Pest Control Service shall provide emergency pest control advice to the Trust; an on-call emergency service facility must apply *in* and *outside* normal working hours for dealing with non-routine, urgent and emergency requests; the Service must respond if requested, visit the site(s) and take the appropriate action.

**PP
Ref.
SP01**

- 02** The Pest Control Service shall undertake all work in a safe and cost effective manner which maximises availability of the Trust's resources and reduces to an absolute minimum the risk in terms of safety, food hygiene, infection control, damage to land and buildings, loss of clinical service activity, etc from pest infestation. **SP02**
- 03** Project Co shall provide safe and efficient methods of catching, destroying and safely disposing of pests (adopting safe and humane procedures in all instances). The Pest Control Service shall ensure all insect and rodent control systems shall be tamper resistant. **SP03**
- 04** Project Co shall be expected to use chemical treatments only with the Trust's consent and where other forms of prevention are ineffective in controlling pests. The Pest Control Service shall undertake appropriate risk assessments in a manner approved by the Trust and shall maintain on site records of all risk assessments and method statements for scrutiny by the Trust as required. The Pest Control Service shall ensure the use of chemicals, including pesticides, are strictly controlled and monitored and fully comply with COSHH requirements and safe working methods – records of their use must be available for inspection by the Trust and other authorised organisations/personnel. If the Pest Control Service wishes to use any other form of chemical product which has not been formally authorised by the Trust in writing, it must submit a risk assessment in an agreed format and obtain written authority prior to use. In all cases, chemicals shall not be used by the Pest Control Service, in situations where they may come into contact with patients, visitors, staff, or members of the public either directly or indirectly. **SP04**

Reporting

- 05** Project Co shall supply the Trust, on an agreed date each month, with a service report giving a complete overview on pest control activity within the Trust Site during the previous month and identifying future action. The Pest Control Service shall measure, record and report the following information: **SP05**
- Provide a signed and dated report detailing the locations and areas inspected and treated and the product name and COSHH number of the pesticide used if applicable;
- Number, type and location of infestations reported;
- Any evidence of any pest and any belief that any infestation is associated with any other premises whether Trust owned or otherwise that may affect the Trust Estate.
Recommend preventative measures to minimise re-infestation.

Performance Parameters – Pest Control Services

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Performance Parameters	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP01	Planned site assessment are undertaken at the frequency and time agreed with the Trust Representative.	QF	Medium	N/A	N/A	B	1, 2, 3, 4, 8
SP01a	Emergency requests are attended and rectified within the Response and Rectification Times.	FE	A-D	15 minutes	To be agreed	PR	1, 4, 8
SP01b	Urgent requests are attended and rectified within the Response and Rectification Times.	FE	A-D	1 hour	To be agreed	PR	1, 4, 8
SP01c	Routine requests are attended and rectified within the Response and Rectification Times.	FE	A-C	1 working day	To be agreed	PR	1, 4, 8
SP02a	Food preparation and food storage areas are free from pest infestation.	QF	High	N/A	N/A	M	1,4, 7, 8
SP02b	Clinical areas are free from pest infestation	QF	High	N/A	N/A	M	1,4, 7, 8
SP02c	Non-clinical areas including non-food storage areas are free from infestation.	QF	Medium	N/A	N/A	M	1, 4, 7, 8
P03	Pest deterrents and capture and disposal methods are efficient and humane.	QF	Low	N/A	N/A	M	2, 4, 7, 8
P04a	Procedures comply with infection control policies and procedures	QF	Medium	N/A	N/A	M	2, 4, 7, 8
P04b	Safety requirements and procedures relating to the use of pest control chemicals are clearly complied with.	QF	Medium	N/A	N/A	M	2, 4, 7, 8
P05	Service report is delivered by the agreed date, to the agreed standard, to the Trust Representative.	QF	Low	N/A	N/A	M	2, 4, 7, 8