

INFORMATION SHEET

Pest Control - Good Housekeeping

Estates and Campus Services manage professional pest control and cleaning services across the estate, to monitor, mitigate and eradicate the presence of pests in our buildings. To assist in this process, we require staff to maintain a sufficient level of cleanliness and housekeeping in their workplace.

Below is a summary of staff expectations and what Estates and Campus Services will in turn deliver.

Staff Housekeeping Expectations

- Clean all surfaces after eating with antibacterial spray or wipes.
- Wash hands before and after eating.
- Put all food waste and leftovers in food bins provided and close lids.
- Only use the food and segregated waste bins provided, personal desk bins are not permitted.
- Avoid putting food in general waste and rinse out food containers before disposal.
- Wash all used dishes, cutlery, utensils, cups and glasses when finished and store in a closed cupboard or drawer.
- Keep desks, worktops, tables and cupboards clean and free from clutter and food.
- Store any food items in containers with a tight seal.
- Keep external doors and shutters closed when not in use.
- Ensure all windows are closed at the end of each day.
- Ensure that housekeeping standards are maintained, avoid paper build up as this is perfect nest material for rodents.
- Report any sightings or evidence of pest infestations (i.e., rodent droppings, insect nests, feathers, chewed equipment, materials, etc.).
- Report any evidence of contractor non-compliance (i.e., areas not cleaned, bins not emptied).

Estates and Campus Services

- Wipe kitchen surfaces and staff welfare areas daily.
- Empty bins and food waste daily.
- Clean offices weekly and empty bins daily (please use the provided segregated waste bins only, personal desk bins are not permitted and will not be emptied).
- Conduct pest control surveys for all buildings.
- Actively monitor buildings for pests using professional contractors and the latest technologies.
- Carry out building proofing in identified high risk areas.
- Conduct deep cleans and remedial action in identified pest infested areas.

What to do if you have a pest infestation?

If you have suspicions or evidence of a pest infestation, then please report to the Estates Helpdesk at your earliest opportunity. This could include actual sightings, rodent droppings, dead insects, feathers or evidence of chewed boxes or equipment.

Estates will arrange for a professional deep clean of the affected area and equipment. Staff are asked to find an alternative working location or work from home until the workplace has been cleaned.

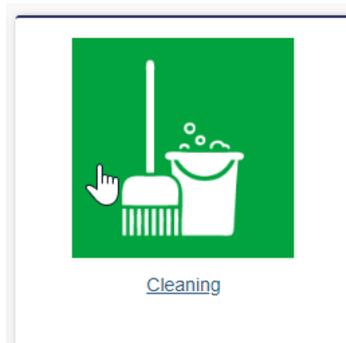
We will then work with the end users and our pest control contractor to identify the root causes and take remedial action.

Contact Details

Report all cleaning requests and pest control reports on the Estates helpdesk:

https://quemis.swan.ac.uk/Q2_Live/helpdesk/new-request/common-problem

Look under the Cleaning tile to request cleaning or report cleaning has not taken place.



Look under the Campus Services tile to report any pest sightings. This will start the SLA with our incumbent contractor to respond to the incident.

