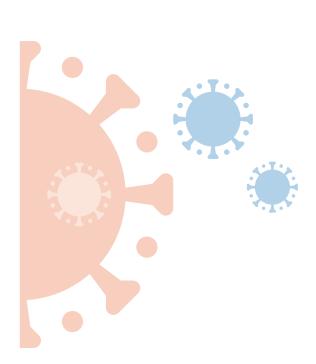




BECOMING COVID-19 SECURE

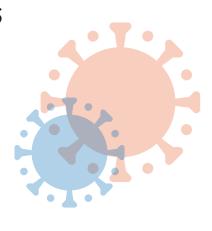
Guidance for pest management companies





Driving excellence in pest management

VERSION 1 / MAY 2020



Contents



Disclaimer and limitations of guidance

BPCA staff are not Covid-19 experts, and our guidance is created by applying the UK Government's guidelines to the pest management sector and further research into the virus from organisations such as the NHS and the World Health Organisation (WHO).

This guide is not a replacement for the guidance given by medical professionals nor official advice provided by the UK Government on Covid-19.

You must always follow the latest Government advice on Covid-19.

Ultimately, BPCA cannot tell you what to do in every situation your company will come across.

Pest management company owners and senior managers will ultimately be the ones to make the decisions in any given business.

Your risk assessments and risk mitigation measures will be unique to your business, processes and risk assessments.









Introduction





Covid-19 is an invisible threat to our lives and businesses on a scale we've not seen in a lifetime.

Some people carry the disease asymptomatically without ever knowing they're infectious. Those who develop symptoms often don't show signs of the virus for five days or more.

Even those who are not at risk of significant harm themselves may pose a real risk of inadvertently infecting others.

Our greatest risk at this time is an increase in the rate of infections, burdening the NHS, endangering more lives and damaging our businesses.

This is not a short-term crisis. The UK Government says it is likely that Covid-19 will circulate in the human population long-term, possibly causing periodic epidemics.

Every sector must do its part to ensure the UK doesn't have a second peak.

While pest management is essential, by the nature of our work the risk of spreading the virus could be high if we do not adapt our practices.

On 10 May 2020, Prime Minister Boris Johnson addressed the nation to outline his plan for the UK's Covid-19 recovery strategy, calling for businesses to become "Covid-19 secure", along with issuing various quidance documents.

While BPCA had previously published guidance for pest management companies that continue to provide essential services as key workers, we've updated that guidance. There is now more general advice for pest management companies on how to protect their workforce and clients from Covid-19.

As lockdown restrictions are eased in some areas of the UK, pest management companies will likely take on more of the work that may have been unavailable to them during the previous lockdown stages of the pandemic. Other companies that have temporarily closed will begin to reopen, increasing the demand for pest management.

This guidance aims to keep you safe and also to minimise the risk of spreading or contracting Covid-19.

BPCA offers this guidance freely to any pest management company. We hope this guide proves useful and that it'll help you make changes to your business, so we can all do our part in slowing the spread of Covid-19.

Stay safe and thank you for continuing to protect public health.

Kind regards,

IAN ANDREW

BPCA Chief Executive ian@bpca.org.uk

Advice

BPCA member companies can get advice from our Staff team and are welcome to talk through any of the guidance issued in this document. 01332 294 288

enquiry@bpca.org.uk



Government guidelines



Nonessential Essential work for public health and safety

distancing and health and safety requirement

Only when you can't work from home

Public health is devolved in Northern Ireland, Scotland and Wales. This guidance should be considered alongside local public health and safety requirements and legislation in Northern Ireland, Scotland and Wales. All devolved governments agree that pest management businesses can continue to work, and our guidance will be helpful for pest companies across the UK.	England	√	Confirmed as key workers	✓	✓	√	
	Scotland	✓	Some local authorities have confirmed (check locally)	×	✓	√	
	Wales	√	BPCA believes pest professionals are covered, but Government has yet to confirm	✓	✓	√	
	Northern Ireland	√	Confirmed as key workers	✓	✓	√	

Differences between nations

England

The UK Government is not asking all businesses to shut. In fact, it is encouraging businesses to carry on.

Only some non-essential shops and public venues have been asked to close.

If you can't work from home, but can practice social distancing and satisfy your obligations to make working safe, then the advice in England is to continue to work.

Scotland

Scottish guidance says: "All individuals and businesses that are not being specifically required to close should consider a key set of questions - and at all times work on the precautionary basis:

- Is what you do essential or material to the effort against the virus or to the wellbeing of society?
- If so, can your staff work from home?
- If not, can you practise safe physical distancing and comply with ALL other standard health and safety requirements?

If the answer to none of the above questions is yes, our advice on a precautionary basis is to close."

You should therefore consider if each individual job is essential for public health and safety.

Wales

Work carried out in homes and businesses can continue, provided that the tradesperson is well and has no symptoms.

Reasonable measures to ensure a 2m distance between people need to be put in place by those responsible for the work.

Northern Ireland

Pest management companies can continue to operate; however you must follow workplace safety guidelines and social distancing, to protect the safety and health of everyone in your workplace.

Ρ S C_{i} Ν

However, you need to check governmental Covid-19 guidance in every nation you operate in.

England

gov.uk/coronavirus

Scotland

gov.scot/coronavirus

gov.wales/coronavirus

Northern Ireland

nidirect.gov.uk/campaigns/coronaviruscovid-19

REMEMBER When you operate across borders, you need to check the local guidelines and regulations.





Risk assessments



It's been advised that a Covid-19 risk assessment must be done for all businesses with five or more employees. However, BPCA highly recommends all companies, regardless of size, carry out a risk assessment relating to the risk of contracting or spreading Covid-19.

Risk assessments are a vital tool to justify your decisions and actions as a business, should the need arise.

Some key points to consider are:

- The ways that the virus could be transmitted from and to clients.
- **Identify activities and locations** where transmission is more likely.
- Apply the hierarchy of control to develop a control strategy.

Remember:

Risk assessments need to be discussed with employees to ensure that they are fully aware of all control measures.

Risk assessments must be reviewed regularly as per Government guidance.

Risk assessments must be approved by the nominated person for health and safety before being issued as a live document.

Once you've filled in your risk assessment, it should be made available for all employees to read and sign to acknowledge their understanding.

For businesses with over 50 employees, the Government expects that, if you are able to, you should publish the results of your risk assessments on your website.

Support for BPCA members

Risk assessment templates are available to BPCA members in the member area (login required). You can also demonstrate good practice by using a toolbox talk template, also in the BPCA member area, to discuss the risk assessment and how technicians can practically implement the control measures. bpca.org.uk/member-documents





Employee health



Employees must not return to work for seven days if they have begun showing symptoms of Covid-19 or 14 days if they are living with someone who has shown symptoms.

You can find more information about that on the Gov UK 'guidance for households with possible infection' page.

gov.uk/government/publications/covid-19stay-at-home-quidance

Before returning to work, all employees should complete a screening questionnaire to address any possible exposure to the virus.

You should approach all aspects of work within the hierarchy of risk control framework.

Every decision you make must be justified on the basis that it is the safest and most reasonably practicable option available to you.

Above all, you must ensure that those employees who cannot work from home can instead observe social distancing measures wherever possible.

BPCA members have access to an employee screening questionnaire in the BPCA member area.

bpca.org.uk/member-area

Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.

gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes#homes-appendix

Clinically vulnerable individuals, who are at high risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.

gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes#homes-appendix

You should create a procedure for what steps will be needed if there is an occurrence of the virus in your workplace once you have reopened.



Mental health support

There are, rightly, many concerns about mental wellbeing and how people are coping during this unprecedented time.

In a BPCA survey, 44% of pest professionals polled reported that the pandemic had affected their mental health.

Back-to-work does not mean back-to-normal, and the mental health effects of this situation will be long lasting for many people.

Employers should be mindful of the stress that returning to work during this time may put on employees, and support staff with this transition as much as possible.

Here are some of the ways experts suggest you can limit the impact on your mental health



'Facts minimise fear'. Misinformation and uncertainty can cause stress, so it's important to make sure that, if you're looking for information on Covid-19, you use trusted sources. These include the World Health Organisation and the Government who.int/emergencies/diseases/novel-coronavirus-2019

If you are in isolation, try to stay in contact with people using technology such as video calling Keep to your routine as much as possible, exercise regularly and practise hobbies or interests.

If your employer is a member of the Health Matters Assistance Programme, you can receive free mental health support by visiting their website or calling their helpline number on 0800 988 8809 hmap-hub.co.uk/

You can find more mental health and wellbeing support on the following websites:

nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/

mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/where-to-start/

rethink.org/aboutus/what-we-do/advice-and-informationservice/get-help-now/

mentalhealth.org.uk/getting-help





Travelling to and from work



Government guidelines suggest that, wherever possible, you should walk, cycle or drive a car to work.

Where this is not feasible, and you have to take public transport, consider the following:





Check with your travel operator before making your journey, as there

may be revised times and routes in place or rules that you are expected to adhere to, such as wearing masks.



Plan alternative routes for your journey, in case of unexpected disruption to the service.



Consider booking travel online or using mobile apps, or pay through contactless payment methods instead of cash.



Where possible, try to sit or stand apart from other travellers.



Avoid eating or drinking anything while on public transport.





Do not touch your face and wash your hands as soon as is practicably

possible upon leaving public transport.



Foot technicians should carry cleaning wipes and clean down kit bags after using public transport

It is currently compulsory to wear a face-covering while travelling - this does not need to be at the same level of PPE that you will need to wear once you are in a client's home or business but should still correctly cover your nose and mouth. You should wash your hands before putting it on and after taking it off.

Try to be more aware of your surroundings, including any floor markings or notices regarding social distancing.

If you are an employer, you should try to make arrangements for staff who have to take public transport to work flexible hours, for them to travel at less busy times.

You might also consider arranging for staff to take taxis, particularly if you have concerns about foot technicians travelling on the London Underground.

You can find more advice about safer travelling on the Gov UK website. gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport





Using vans



Firstly, you should consider limiting pest technicians to one per van wherever possible, as it is not possible to keep a 2m distance in a vehicle.

Where you may previously have sent out technicians in pairs, you should now consider putting technicians on shifts or acquiring extra vehicles where needed.

If technicians have no other options but to share a vehicle, you could install a plastic divider or drop-down screen to separate the driver and passenger seats.

PPE should be worn, however this can be a face-covering similar to that worn on public transport.



Although using a van will be safer than using public transport, drivers should

still take hygiene precautions:

- Wash your hands for at least 20 seconds before leaving your home and when you return
- Wipe down your vehicle door handles and, particularly if you share the vehicle with others, wipe down the steering wheels, gear stick etc. before and after using the van (employers should provide staff with cleaning products to do this)
- Give the vehicle a thorough clean more regularly, including the seatbelts, mirrors or any surface that may have been touched
- When refuelling, use disposable gloves and pay at the pump and/or use contactless payments where possible; stay 2m away from other motorists at all times; use hand sanitiser upon returning to your vehicle.



Maintenance

If you have an MOT that's due from 30 March 2020,

the Government announced that you would automatically receive a six-month extension. You are advised to check online three days before your vehicle's MOT was originally due to expire, to ensure it's been extended. More details are on the Gov UK website. gov.uk/quidance/coronaviruscovid-19-mots-for-cars-vans-andmotorcycles-due-from-30-march-



Breakdowns

2020#what-you-need-to-do



Check your breakdown cover is still up-to-date and paid for.

In the event of a breakdown, you must always have certain things in your vehicle, pandemic or not, such as a warning triangle and high-visibility vest.

However, you should also begin to consider extras, such as keeping a spare tyre that is road legal, and a jack and a tool to remove the wheel nuts. In the event of a flat tyre, you would be able to replace it yourself instead of calling out a vehicle repair or breakdown service.

If you want staff to be able to change their own tyres you should have a risk assessment and safe system of work to allow this.

It may be worth investing in a set of jump leads, which could help you get back on the road quickly if you can find a friendly motorist (while maintaining social distancing) to charge your battery.

However, jump-starting a car is not necessarily straightforward, so you should only do this if you feel competent and safe, and if you are not sure you should call your breakdown provider instead.

For further information and guidance on transport and travel during Covid-19, visit the Gov UK website.

gov.uk/government/collections/coronaviruscovid-19-transport-and-travel-guidance#cars,vans,-motorbikes





Pest control work on-site



Protecting people from the dangers of public health pests is essential for maintaining health and safety. During the Covid-19 pandemic, you need to be extra careful when entering homes or businesses.

Minimise visits to clients where possible

BPCA has updated the thought process for "Should I go on a job during the Covid-19 pandemic?" to reflect current guidelines.

BPCA can't tell you whether you should or shouldn't be doing a specific job. However, we've developed a thought process you may choose to follow or incorporate into a risk assessment before you visit a site.

Each step encourages you to assess and mitigate the risks to yourself and your clients as best you can. The process should be followed before every job and dealt with on a case-by-case basis.

Common sense actions

It would help if you were particularly strict about hand washing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues. You may want to extend your use of PPE.

Before going to any site, ask yourself:

Do you need to be on-site?

- Will hygiene or proofing advice stop the problem or at least keep the infestation in check until it is safer to do a visit?
- Can pest awareness training over the phone or via video conference be sufficient to protect a site for the short term?
- Can routine visits be missed if on-site employees are trained to do basic monitoring?
- Can any part of the work be done remotely by video call?
- Can your survey be done remotely with a trusted employee already on-site?
- Can you confirm infestations of domestic properties with photographs from the client?

Think about finding digital or remote alternatives to physical, in-home work where possible, such as video or phone consultations.

Do your staff have what they need to keep themselves safe?

- Do they have the correct PPE and handwashing facilities?
- Are staff health records up-to-date?
- Do you know for certain the technician isn't in a high-risk group?
- Do staff understand your risk assessments and know how to put them in place?
- Do staff understand the new safe working procedures and know how to put them in place?
- Are you and your staff up-todate with current government and sector guidance, and can you demonstrate this?

Have you checked who is on site and if they're well?

- Are you sure no-one is currently self-isolating in the premises?
- Have you asked your client if everyone is well on-site?
- Is anyone on-site shielding or a clinically vulnerable person?

Call your client in advance and check all the above.

No work should be carried out in a household where:

- Someone is isolating
- Where someone has symptoms
- Where an individual has been advised to shield.

The only exception for this is when your risk assessment allows it to remedy a direct risk to the safety of the household - for example, an acute infestation by a public health pest.

Employers have a legal responsibility to protect workers and others from risk to their health and safety.

This means employers need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of Covid-19.





Choosing not to visit premises



Ultimately, it is a business decision for each company and their clients to decide whether or not to visit a site.

If you or your client decide not to arrange a visit, make sure any glue boards are removed, and any live capture traps are deactivated.

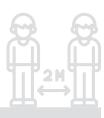
If you have any rodenticide in sites that have a high risk of re-infestation (eg permanent baiting strategy) label restrictions need to be adhered to.

If you have any concerns that you may not be able to visit at minimum legal frequencies, then it may be best not to use rodenticides in these cases. Always use pesticides in accordance with the label requirements.

Remember

No one is obliged to work in an unsafe work environment, and risks must be mitigated to make sure you have a safe working environment.

Employers and agencies should keep in touch with workers, who they might usually meet with face-toface, on their working arrangements including their welfare, mental and physical health and personal security.



Managing risks during a visit

If a physical visit is needed, discuss the working environment and practices with householders and clients in advance to confirm how the work will be carried out.

- Maintain 2m social distancing wherever possible, including on a client's site
- Discuss with your client ahead of a visit to ask that a 2m distance is kept from those working and advise that if this is not adhered to, technicians reserve the right to leave the premises for their own safety
- Ask clients to leave all internal doors open to minimise contact with door handles
- Identify busy areas across the site where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas
- Wash your hands with soap and water often - do this for at least 20 seconds
- Wash your hands before and after visiting a client's site
- Use hand sanitiser gel if soap and water are not available
- Do not consume food and drink on the client's site, and take your own food and drink which you can consume outside
- Take any breaks outside
- Do not share pens with your client

- Send paperwork digitally wherever possible
- Communicate with your client over the phone, even if you're on the same site, if possible
- If you must speak with a client face-toface, do this outside or in a well ventilated room while maintaining social distancing
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean
- Pay particular attention to situations where you are undertaking actions where items may have passed through many hands, eg cash handling
- Keeping the activity time involved as short as possible
- Work on your own wherever possible (or work back-to-back if this isn't possible)
- Reduce the number of people you have contact with by using 'fixed teams or partnering' (so each person works with only a few others).











Personal protective equipment (PPE)



Where you are already using PPE in your work activity to protect against non-Covid-19 risks, you should continue to do so.

PPE is your last line of defence - not the first. If your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

Extend your use of PPE wherever reasonably possible. There are certain items such as safety glasses, gloves and face masks, which are frequently a part of a pest controllers toolkit.

Let your customers know that you will be extending your use of these to include your arrival on-site. If at all possible, use disposable items so you can wear a new set on the next job.

Let your clients know of any additional costs because of precautionary measures taken at this time, making it clear that you are taking these steps for your own safety and that of your clients.

Some key points to consider are:



You should not substitute frequent hand washing for PPE - continue to practice good hygiene, even if you have been wearing gloves.



Reusable PPE should be thoroughly cleaned and stored and should not be shared with multiple users.





Single-use PPE should be disposed of as soon as finished and treated as clinical waste.

In between carrying out pest control jobs, you may feel it is useful to wear a face covering. It is worth remembering that these are marginally beneficial as a precautionary measure, to protect others if you are infected but have not yet developed symptoms.



Wearing a face covering in most public places is optional and is not required by the law. If you choose to wear one, it is important to use it properly, and wash your hands before putting it on and after taking it off.



Offices and shared areas



These guidelines will cover offices, fixed premises, pesticide stores or any environments shared by employees.

Communication and procedures

Signs should be visible in all areas of the workplace, highlighting social distancing rules and hygiene practices.

For example, if you have an equipment/pesticide store that technicians need to visit to restock, make sure they understand that they must be 2m apart at all times. Consider devising a rota for store visits.

You must share with employees any changes that are happening and mitigation measures in place. This is a legal responsibility as well as a moral one.

To do this, you need to make sure that you have effective communication channels in place, including emergency contact details.

Consider creating an internal communications strategy, including regular email updates with any advice, news or changes in procedure.

You may also want to think about giving training for any new procedures that are in place, and having employees sign a document to say they have received and understood the training.

Access

- Make sure you record any visits to shared workspaces or offices on a log sheet
- Plastic screens should be used to avoid face to face contact - if technicians need to share a vehicle, drop-down screens can be fitted to protect the occupants.
- Where possible restrict or stop all visits to the workplace that are unnecessary
- Install barriers or floor markings to ensure social distancing while waiting to enter/exit the workplace or store

Limiting numbers

Where possible, reduce the numbers of employees on-site at any one time:

- Introduce a shift system to reduce numbers of workers at any one time
- Reduce the numbers in teams and desks to an office as a temporary arrangement.

Additionally, if your office has a hot-desking policy then this must be revised. Staff are more at risk when sharing work stations.

There are various factors to consider and ways to control the use of welfare facilities. These include:

 Reduce the number of employees in break rooms by introducing staggered dinner breaks

- Reduce the number of chairs or tables in the break room to ensure social distancing is adhered to
- Provide hand gels and sprays for wiping down communal items such as microwaves, kettles etc
- If you have toilet facilities with multiple cubicles, introduce a 'one in, one out' policy
- Ensure there are signs in the bathroom to encourage thorough hand washing and general hygiene
- Consider field workers who may have limited access to toilets due to the lockdown - there are apps available to locate nearby facilities and their status in terms of open or closed. Research should be done and shared with employees.

Cleaning

You should implement a more frequent and robust cleaning regime. This must include all areas which may not usually be part of the daily cleaning regime, such as:

- Vehicles
- Air conditioning 'deep clean'
- Handrails on stairs
- Door handles
- PCs, mice, keyboards
- Printers
- Telephones.

Cleaning products should be sourced for 'anti-viral' cleaning as Covid-19 is a virus, not a bacterium.

If you have a cleaning contractor, ensure you have a procedure for them to carry out their contract while still observing social distancing, such as changing their hours so that cleaning takes place when the office is closed.

You should also communicate with them beforehand on issues such as PPE and extra cleaning products. It may be that they already have extra PPE or you may want to provide these.





Further support for BPCA members



The BPCA team has been hard at work creating materials to keep you working safely and protecting your clients during the Covid-19 pandemic.

All members, as well as those companies on the BPCA Probationary Scheme, have access to:

- Back-to-work signage collection
- Cost-benefit analysis of postponing pest control services template
- BPCA 'pests in a pandemic' client flyer
- Client communication Covid-19 policy
- Covid-19 toolbox talk template with guidance
- Essential pest management work BPCA sign for van
- BPCA letter of endorsement template for member employees during Covid-19
- Client letter of endorsement template for member employees during Covid-19
- Coronavirus (Covid-19) risk assessment template
- Letter template to MPs Designation of Pest Management Professional as Key Worker
- Letter template for BPCA members designating pest management professionals key workers Covid-19.

Plus access to:

- Technical support
- Legal advice
- HR and business advice
- Health and safety advice.

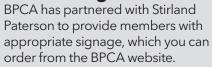


Here to help

Contact BPCA for member support today. **01332 294 288**

Interested in joining BPCA? membership@bpca.org.uk

5% of sales goes to NHS











Useful links



BPCA advice bpca.org.uk/covid-19

UK Government Information on Covid-19 gov.uk/coronavirus

Coronavirus in Scotland gov.scot/coronavirus-covid-19/

Northern Ireland coronavirus overview and advice nidirect.gov.uk/articles/coronavirus-covid-19-overview-and-advice

Ireland coronavirus updates gov.ie/en/campaigns/c36c85covid-19-coronavirus/

Latest news from Public Health England gov.uk/government/organisations/ public-health-england

Latest news from Health Protection Scotland hps.scot.nhs.uk/a-to-z-of-topics/covid-19/

Latest news from Public Health Wales phw.nhs.wales/topics/latest-information-on-novel-Coronavirus-covid-19/

Latest news from Public Health Agency (NI) publichealth.hscni.net/

NHS Advice - coronavirus nhs.uk/conditions/Coronavirus-covid-19/

World Health Organisation - Covid-19 outbreak who.int/emergencies/diseases/ novel-Coronavirus-2019

Support for those affected by Covid-19 gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses

Guidance for Employers on Covid-19 gov.uk/government/publications/ guidance-to-employers-and-businessesabout-covid-19/guidance-for-employersand-businesses-on-covid-19

CIPD Furlough FAQs cipd.co.uk/news-views/coronavirus/ faqs/furlough#74298 Advice and guidance from British Institute of Cleaning Science bics.org.uk/bicsc-update-to-the-outbreak-of-covid-19-coronavirus/

COVID-19 - cleaning in non-healthcare settings gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

Disinfection of environments in healthcare and nonhealthcare settings potentially contaminated with SARS-CoV-2 ecdc.europa.eu/sites/default/files/documents/Environmental-persistence-of-SARS_CoV_2-virus-Options-for-cleaning2020-03-26_0.pdf

Guidance on respiratory protective equipment (RPE) fit testing hse.gov.uk/pubns/indg479.htm

HSE - Arrangements for regulation of chemicals during coronavirus hse.gov.uk/news/chemical-regulation-during-coronavirus.htm

HSE - RIDDOR reporting of Covid-19 riddor-reporting-coronavirus.htm

HSE - social distancing, keeping businesses open and in-work activities during the coronavirus (Covid-19) outbreak hse.gov.uk/news/socialdistancing-coronavirus.htm

HSE - Advice for employers with homeworkers hse.gov.uk/toolbox/workers/home. htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=homeworkers-1&utm_content=digest-8-apr-20

Working safely during coronavirus (COVID-19): gov.uk/guidance/working-safelyduring-coronavirus-covid-19

