



**QUEEN MARY
UNIVERSITY OF LONDON**

**PEST CONTROL POLICY AND
PROCEDURES**

2025/26

INTRODUCTION

This policy outlines the responsibilities, standards, and procedures for effective pest control management within the University. Its purpose is to ensure a clean, safe, and pest-free environment for all staff, students, and visitors through timely intervention and compliance with contractual service levels.

This policy will be implemented when Pest or signs of pest activity are found on Queen Mary premises.

PURPOSE

The purpose of this policy is to outline the management response and provide guidance for dealing with Pest issues to ensure the safety of staff, students and visitors to the University's campuses and, as far as practicable ensure the normal business operations are unaffected.

This policy and procedure recognises that it is the responsibility of all staff, students and visitors to the University's campuses to ensure their own safety and those of others that may be affected by their actions and activities.

It is therefore important that all staff, students and visitors obey the instructions provided to them by management, email, or signage ensuring any equipment provided is left untampered.

Definitions

Pests - Unwanted rodents, bugs or other animals that could cause harm or discomfort to staff, students or visitors.

In Working Hours - Any time within the working hours of 08:00am – 16:00pm Monday to Friday

Out of Hours - Refers to any time from 16:00pm – 22:00pm Monday to Friday and all day Saturday, Sunday and Bank Holidays

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Service Level Agreement

The below table shows the Service Level Agreement between the contracted supplier and Queen Mary University

Included Pests	Attend Within (Working Hours)
Mice	2 hours
Rats	2 hours
Cockroaches**	2 hours
Ants**	2 hours
Flies**	2 hours
Bed Bugs (Inspections only)	2 hours
Rabbits (monitoring only)	2 hours
Squirrels	4 hours
Foxes	Within 24 hours
Bed Bugs (Treatment)	4 hours (with student support)
All other insects eg. wasps, moths	4 hours
Rabbits (Treatment)	Within 24 hours
Birds eg. pigeons, seagulls	4 hours

Out of Hours Calls - In the case of out hours calls the pest contractor is expected to attend site within 4 hours for all Pest issues. Please note we only call Pest Control out of hours to attend for Mice and Rats within academics and residential buildings and additionally if a Student reports bed bugs in the halls of residence.

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Responsibilities

Role	Description
Facilities Manager (FM)/Assistant Facilities Manager (AFM)	<ul style="list-style-type: none"> • Responsible for ensuring process is kept updated • Responsible for ensuring Pest Contractor contractors adhere to the agreed SLA's • Responsible for Ensuring key stakeholders are kept updated with completed works • Responsible ensuring any works requiring PO's are escalated in a timely manner. • Responsible for pest escalations outside of works hours
Facilities Coordinator (FC)	<ul style="list-style-type: none"> • Responsible for contacting the pest control supplier with any escalation from stakeholders • Responsible for Ensuring key stakeholders are kept updated with completed works • Responsible for ensuring Pest Control has access to the areas of work. • Responsible for pest escalations outside of works hours
Cleaning Team Leaders, Cleaning operatives,	<ul style="list-style-type: none"> • Responsible for reporting any Pest issues to the Facilities Coordinators/ Facilities Manager with providing a location of attendance.
Stakeholders	<ul style="list-style-type: none"> • Responsible for reporting any Pest issues to the Facilities Coordinator/Facilities Manager with providing a location of attendance. • Responsible for ensuring that any affect area is kept clear when pest works are being completed. • Responsible for completing relevant actions from Pest Control Contractor • Responsible for keeping used areas clean and tidy to deter pest activity
Pest Contractors	<ul style="list-style-type: none"> • Responsible for attending the escalation site in a timely manner • Responsible for ensuring an inspection is completed within the agreed SLA times and recommendations provided to the Facilities Manager /Facilities Coordinator • Responsible for completing any recommended works in a timely manner.
Administrations Assistants (AA)	<ul style="list-style-type: none"> • Responsible for processing any Quote and PO's in a timely manner.

Pest Escalation Procedure

In Hours

Please follow the below procedure for escalating services within working hours

- Pest Issue is found
- Pest Issue is raised to one of the following staff members, FC, FS, AFM, FM, OM via phone call or email
- Stakeholder raises facilities request for the pest issue
- FC, FS, AFM, FM, OM organises for the pest contractor to attend and complete an inspection
- Pest Control contractor attend, inspect the area and provide recommendations
- FC, FS, AFM, FM, OM confirm that the recommended works can be completed
 - o PO is raised if necessary
- Stakeholders are updated with the works that need to take place and make necessary arrangement to keep the area clear where necessary via email, phone call and updating the facilities request
- The Pest Contractor returns to location to complete the recommended works.
- FC, FC, AFM, FM, OM update stakeholders with the outcome of the competed works via phone call, email and completing the facilities request.

Out of Hours

Please follow the below procedure when escalating Pest issues Out of Hours Monday to Friday 4pm to 8am following day and then Saturday 10am to Sunday at 10pm.

Please note during out of hours duties EAF will only respond to Rodent activity, all other pest activities will be escalated to Pest Control next working day

- Pest Issue is found
- Stakeholder calls the on-call manager for Residential Cleaning
 - o In the event that the phone is not answered straight away an email and text message should be sent.
- Stakeholder raises a facilities Request
- On call person organises for the pest contractor to attend and complete an inspection
- Pest Control Contractor attends, inspect the area and provide recommendations to the out of hours number.
- On call person confirms that the recommended works can be completed
 - o In the case of an emergency a PO will need to be raised retrospectively to the work being completed.
- Stakeholders are updated with the works that need to take place, date, time and make necessary arrangement to keep the area clear where necessary via email, phone call and updating the facilities request
- The Pest Contractor returns to location to complete the recommended works.
- On call person updates stakeholders with the outcome of the competed works via email, phone call and updating the facilities request

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Some pests may be able to be removed before the need for contractor intervention, please follow the below guidance before escalating to a Pest Control Contractor.

Silverfish

Where reports of silverfish are made, we should complete the following before redirecting to our Pest control contractor:

- Ensure the area is dry and kept dry
- Remove any food source from counter tops or ensure they are sealed.
- Where silverfish are gathered in washrooms and toilets ensure plug holes and shower traps cleaned and free from hair.
- Ensure washing up is dried and put away rather than letting it drip dry.
- Use drain unblocker in any sinks affected

If the above is actioned and the silverfish either continue to be present or increase in presence, then Pest control can be contacted to review the area and provide recommendations.

Flies

In an instance where there is a large number of flies, please follow these points before contacting Pest Control contractor:

- Clean any dirty surfaces especially around food areas.
- Pack away food from side and ensure its sealed
- Ensure rotten food discarded
- Ensure bins have been emptied and maintain emptied on a regular basis
- For drain flies cleaning team will put drain unblocker down the sinks to remove any grime that could be attracting the flies.

Spiders

The removal of single spiders falls under stakeholder responsibility and is not something the pest control contractor will complete, if there is a large nest of spiders this can be raised as an issue and will be dealt with accordingly.

Related Documents

- Pest Help sheet and Guidance
- Pest Leaflets
- Pest Control Contract Document
- Service Reports

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Documented Information

- All site inspections are documented by the pest contractor and sent to the relevant departmental managers
- Any follow up works are documented by the pest contractor and sent to the departmental manager.

Version control

Date:	Version:	Author:	Authorised by:
03.11.25	1	Scott Keeble	Claire Marchant