

## APPENDIX 3 – INTERNAL AUDIT CHECKLIST

### *Internal audit checklist; for use by pest management organisation*

Elements that are new for Issue 2.1 of the standard (March 2023) can be found in yellow.

The pest management organisation must conduct a formal review of pest management operations ('internal audit') at each HACCP-compliant food site at least once every 12 months, as described in Clause 10.2 of the standard. The purpose is to identify and rectify problems occurring on food sites, identify opportunities to improve pest management services on food sites and to monitor compliance with the HACCP Australia Pest Management Standard.

Audits must be conducted by expert personnel of the pest management organisation, as defined in Clause 3.2 of the standard. A report of each audit is required. All audits and audit reports must address, as a minimum, each of the requirements listed in Clause 10.2.3.

The checklist below meets the requirements of Clause 10.2.3. It can be extended to include other aspects of on-site servicing that the pest management organisation would like to assess.

#### Example of internal audit checklist

|                                       |                                                      |
|---------------------------------------|------------------------------------------------------|
| Name and address of food site         | ChefQ - 1 Richards Road<br>Hoppers Crossing VIC 3029 |
| Name of internal auditor              | Dave Lyon                                            |
| Job title of internal auditor         | Commercial Supervisor                                |
| Date of audit                         | 29/08/2025                                           |
| Report date                           | 29/08/2025                                           |
| Completion of close-outs and sign-off |                                                      |

The checklist should also include template version number or issue date and page numbers in the format [X of Y]

| Requirements                       |                                                                                            | Results                                                                                                     | Close-out requirements | Close-out status       |
|------------------------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------|------------------------|
| <b>PART A</b>                      | <b>Documentation on site</b>                                                               |                                                                                                             |                        |                        |
| <b>Site Register (Site Folder)</b> |                                                                                            |                                                                                                             |                        |                        |
| 8.1.1                              | Is there a site register or equivalent electronic system available for the client on site? | Yes, we have a portal containing this information, and the customer is provided with access details on-site | No action needed here. | No action needed here. |

| Requirements                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Results                                                                                                                                                                                                               | Close-out requirements                                                                                                                                                                       | Close-out status                                     |
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| 8.1.1                                                         | <p>Does the site register include the following items?</p> <ul style="list-style-type: none"> <li>a) Contact information</li> <li>b) A site specification</li> <li>c) A pest sighting report for use by food business employees, if not situated elsewhere on site</li> <li>d) Site map</li> <li>e) Service reports</li> <li>f) Rodent monitoring sheets</li> <li>g) Flying insect unit monitoring sheets and globe change records, if applicable</li> <li>h) Trend analyses</li> <li>i) Records of missing bait stations</li> <li>j) Safety data sheets (SDSs)</li> <li>k) Labels</li> <li>l) Technician licences</li> <li>m) Insurance certificates of currency</li> </ul> | We are yet to obtain the Trend Analysis and recent Rodent monitoring sheets. We also need the site map to be marked by the technician as to where the bait stations are, but all other listed items are included, yes | Trend analysis to be obtained if requested, and previous rodent monitoring sheets are not possible to obtain. Site map to be marked as to where locations of bait stations are and numbered. |                                                      |
| <b>Site Specification (Service Agreement, Scope of Works)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                       |                                                                                                                                                                                              |                                                      |
| 8.2.1                                                         | <p>Does the site specification describe the following:</p> <ul style="list-style-type: none"> <li>a) The frequency of service</li> <li>b) Type of pests covered</li> <li>c) Type of treatments</li> <li>d) Areas serviced</li> <li>e) Pesticides that will be used on this site. The pesticides must be selected from the pest management organisation's approved chemicals register</li> <li>f) Client's food safety management standard/s, where applicable</li> <li>g) Special requirements for this site.</li> </ul>                                                                                                                                                     | Yes, we have all of the relevant information listed on the site specification                                                                                                                                         | No action needed here                                                                                                                                                                        | No action needed here.                               |
| 8.2.3                                                         | Is the site specification compliant with local regulations?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes, our site specification is compliant with local regulations                                                                                                                                                       | No action needed here                                                                                                                                                                        | No action needed here                                |
| <b>Site Map</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                       |                                                                                                                                                                                              |                                                      |
| 8.4.1                                                         | Is there a site map(s)?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Yes, we provide the site with a site map and update it with any changes that are made. We need to mark the map with numbered locations of the bait stations                                                           | Technicians to mark on the site map the numbered locations of bait stations                                                                                                                  | This has been done and the site map has been edited. |

| Requirements           |                                                                                                                                                          | Results                                                                                                                        | Close-out requirements                                                          | Close-out status                        |
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| 8.4.2                  | Does the site map(s) show the location of all equipment and devices placed on the site, including temporary devices?                                     | Yes, the site map remains up to date. If we add in temporary devices, we will update the site map accordingly                  | No action needed here                                                           | No action needed here                   |
| 8.4.3                  | Are rodent bait stations and flying insect control units numbered on the map?                                                                            | No, all rodent bait stations on the map need to be marked and numbered. There are no flying insect control units at this site. | The technician is to mark numbered locations on the site map and update the map | Site map now has numbered bait stations |
| 8.4.4                  | Does the map have a key or other means to determine which stations contain toxic and non-toxic baits? And which are traps?                               | Yes, the map has a key to determine that all stations contain toxic bait.                                                      | No action needed here                                                           | No action needed here                   |
| 8.4.5                  | Has the site map been checked and verified as accurate within the previous 6 months?                                                                     | Yes, this has been checked within the last 6 months                                                                            | No action needed here                                                           | No action needed here                   |
| 8.4.6                  | Are the site maps easy to orient compared to the entire property?                                                                                        | Yes, we use an existing site map to map ours out to                                                                            | No action needed here                                                           | No action needed here                   |
| 8.4.7                  | Is the site map present in a format that is able to be updated by the pest management organisation (ie.not controlled exclusively by the food business)? | Yes, we can produce and edit the site map.                                                                                     | No action needed here                                                           | No action needed here                   |
| <b>Service Reports</b> |                                                                                                                                                          |                                                                                                                                |                                                                                 |                                         |
| 8.5.1                  | Are service reports available to the client immediately at the completion of every service?                                                              | Yes, we provide these via email after the completion of the service. These are also uploaded to the client portal.             | No action needed here                                                           | No action needed here                   |
| 8.5.2                  | If any report was not available immediately, was the food business made aware of any chemical treatment performed in food handling area/s?               | All reports have been available and all SDS's of chemicals we will use are available on the client portal                      | No action needed here                                                           | No action needed here                   |

| Requirements |                                                                                                                                                                                                                                                                                                                        | Results                                                                                                                                                                                                                                                                                                                                       | Close-out requirements | Close-out status      |
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| 8.5.3 a)     | Do all service reports include detailed observations of pests on the site: <ul style="list-style-type: none"> <li>• identification of species,</li> <li>• activity level,</li> <li>• locations of pest activity?</li> </ul>                                                                                            | Yes, we provide the customer with details on what pest we are noticing, activity of and the activity level and location, both whilst on site and via the service report after                                                                                                                                                                 | No action needed here  | No action needed here |
| 8.5.3 b)     | Do all service reports include full descriptions of all treatments performed: <ul style="list-style-type: none"> <li>• type of treatment,</li> <li>• location of treatment,</li> <li>• chemical name,</li> <li>• active ingredient,</li> <li>• dilution,</li> <li>• quantity used,</li> <li>• batch number?</li> </ul> | Yes, we provide the description of what treatment we performed, where we performed it, what chemical was used, the batch number, and the quantity used. We have not performed a spray treatment here and therefore have not included any dilution details. The active ingredients are provided in the SDSs that are supplied to the customer. | No action needed here  | No action needed here |
| 8.2.4        | If servicing outside the scope of the site specification has been performed, has this been done only with the agreement of the client?<br>Examples include: use of products or types of treatments not included in site specification.                                                                                 | We have not done any servicing outside the initial scope.                                                                                                                                                                                                                                                                                     | No action needed here  | No action needed here |
| 8.5.3 c)     | Do all service reports include detailed recommendations about proofing, housekeeping and emerging or on-going infestations?                                                                                                                                                                                            | Yes, we provide recommendations on proofing, housekeeping and the emergence of on-going infestations.                                                                                                                                                                                                                                         | No action needed here  | No action needed here |
| 8.5.3 c)     | Are recommendations repeated until action has been taken by the client?                                                                                                                                                                                                                                                | Yes, and we revisit to ensure this has been done.                                                                                                                                                                                                                                                                                             | No action needed here  | No action needed here |

| Requirements                   |                                                                                                                                                                              | Results                                                                                                                              | Close-out requirements                                         | Close-out status                                                  |
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| 8.5.4                          | Have all reports been signed by the pest management service technician and by a client representative?                                                                       | Our service reports have only been signed by our pest management service technician                                                  | We need to have reports also signed by a client representative | We will make sure this is done upon our treatments moving forward |
| 8.5.6                          | Have service reports been completed for every visit?                                                                                                                         | Yes, service reports are supplied for every visit                                                                                    | No action Needed here                                          | No action Needed here                                             |
| <b>Pest monitoring records</b> |                                                                                                                                                                              |                                                                                                                                      |                                                                |                                                                   |
| 8.6                            | Are monitoring records for rodent stations, flying insect controllers, traps and other indicator equipment available on site?                                                | Yes, records for rodent stations, flying insect controllers, traps, and other indicator equipment are available on site.             | No action Needed here                                          | No action Needed here                                             |
| 8.6.1                          | Rodent monitoring: is there a report which identifies each bait station individually and shows levels of activity at each, for each scheduled rodent service?                | Yes, there is a report that identifies each bait station individually and records activity levels for each scheduled rodent service. | No action Needed here                                          | No action Needed here                                             |
| 8.6.2                          | Flying insect controllers (FIC): is there a report which identifies each FIC and shows level of activity and identification of pest at each, for each scheduled FIC service? | Not applicable – flying insect controllers are not in use at this site.                                                              | No action Needed here                                          | No action Needed here                                             |
| 8.6.3                          | Traps and other equipment: is there a monitoring report for all portable traps, temporary traps and other indicator equipment?                                               | Not applicable – traps and other indicator equipment are not used or monitored on site.                                              | No action Needed here                                          | No action Needed here                                             |

| Requirements                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Results                                                                                                                               | Close-out requirements                        | Close-out status                              |
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| 8.6.4<br><i>NEW</i>                                                  | <p>Trend analyses for pest activities:<br/>Are they accurate?<br/>Are they conducted at least annually or in the event of an infestation.</p> <p>Trend analysis can be provided in electronic format or hard copy. If the client does not require trend analysis the pest management organisation is not required to present trend analysis to the client but is still required to perform trend analysis. Trend analyses should include the results of all trapping, baiting, and monitoring activities. The data should be presented in a way that allows for easy visualisation of changes in the frequency of pest activity over time for different areas and allow for patterns such as seasonal changes in pest activity to be easily identified.</p> | No, we did not provide a trend analysis. This can be provided if requested by the client                                              | Provide trend analysis if requested by client | Provide trend analysis if requested by client |
| 8.6.5<br><i>NEW</i>                                                  | <p>Is there a record of, and investigation pertaining to, any missing bait station?</p> <p>If a bait station has gone missing from its expected location, the pest management organisation is required to keep a record of its loss, whether temporary or permanent, plus an investigation into what happened and the final disposition of the station and bait, if known.</p>                                                                                                                                                                                                                                                                                                                                                                              | Yes, there is a record and investigation process for any missing bait station.                                                        | No action needed here                         | No action needed here                         |
| <b>Safety Data Sheets (SDSs)</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                       |                                               |                                               |
| 8.7.1                                                                | <p>Is there a safety data sheet (SDS) available to the client for each chemical product used on site?</p> <p>Hard copies must be provided to businesses that receive paper-based service reports.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Yes, we provide all of the details surrounding Safety Data sheets for easy access anytime on the portal that the client has access to | No action needed here                         | No action needed here                         |
| 8.7.2                                                                | Are all safety data sheets less than 5 years old?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Yes, all of our Safety Data Sheets are up to date                                                                                     | No action needed here                         | No action needed here                         |
| 8.7.6                                                                | <p>If copies are made available electronically, is there a piece of paper which explains how to access the electronic safety data sheets in the site register?</p> <p>Clients that receive all reports and communications electronically and that have no physical site register are exempt from this requirement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      | Yes, we have a portal access document that the client can access on-site                                                              | No action needed here                         | No action needed here                         |
| <b>Instructions (labels) for pest control chemicals used on site</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                       |                                               |                                               |

| Requirements                                          |                                                                                                                                                                                                                                                                                                                                        | Results                                                                                                                                                                                  | Close-out requirements | Close-out status      |
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| 8.8.1                                                 | Is there a label available to the client for each chemical product used on site?<br>Hard copies must be provided to businesses that receive paper-based service reports. Chemicals used only in or adjacent to pest management vehicles such as hand soaps, personal cleaning wipes, hand sanitisers are exempt from this requirement. | Yes, we provide all of the details surrounding Labels for each chemical product used on site, which is easily accessible anytime on the portal that the client has access to             | No action needed here  | No action needed here |
| 8.8.2                                                 | The provided labels must contain the official instructions for use created by the chemical manufacturer and approved by the relevant authority.                                                                                                                                                                                        | The labels we provide contain official instructions for use created by the chemical manufacturer                                                                                         | No action needed here  | No action needed here |
| 8.8.4                                                 | If copies are made available electronically, is there a piece of paper which explains how to access the labels in the site register?<br>Clients that receive all reports and communications electronically and that have no physical site register are exempt from this requirement.                                                   | We provide the labels electronically, and there are instructions on how to access them electronically on site                                                                            | No action needed here  | No action needed here |
| <b>Licensing, insurance and regulatory compliance</b> |                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                          |                        |                       |
| 12.1.2                                                | Are services compliant with all local regulations?                                                                                                                                                                                                                                                                                     | Yes, our services are compliant with all local regulations                                                                                                                               | No action needed here  | No action needed here |
| 12.1.3                                                | Are all pest management technicians who service this site licensed in accordance with local legislation and able to demonstrate that they have appropriate training, experience and accreditation?                                                                                                                                     | Yes, all of our technicians are licensed under local legislation. We provide the relevant licensing and accreditations via our online portal for the client to access whenever they need | No action needed here  | No action needed here |
| 12.1.4                                                | Are trainee technicians on this site always under the direct (on-site) supervision of a fully licensed technician?                                                                                                                                                                                                                     | Yes, if trainee technicians are on site, they are always under the supervision of a fully licensed technician                                                                            | No action needed here  | No action needed here |

| Requirements                                   |                                                                                                                                                                                                                                                                  | Results                                                                                     | Close-out requirements                                                                               | Close-out status      |
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| 12.1.6                                         | Are the licence documents for all technicians who have serviced this site available to the client? Are they suitable and current?<br>Licences of technicians who no longer service this site should be available on site for two years after their last service. | Yes, all documents are supplied via our online portal, and they are relevant and up to date | No action needed here                                                                                | No action needed here |
| 12.1.6                                         | Are insurance certificates (public liability and workers cover) available to the client? Are they suitable and current?                                                                                                                                          | Yes, these are also accessible on the client's portal                                       | No action needed here                                                                                | No action needed here |
| Pest sighting reports or logs (for client use) |                                                                                                                                                                                                                                                                  |                                                                                             |                                                                                                      |                       |
| 8.3.1                                          | Are pest sighting reports or logs available on site?                                                                                                                                                                                                             | No, pest sighting reports or logs are not available on site.                                | Client is to print the pest sighting report provided in their client portal and use when appropriate |                       |
| 8.3.2                                          | Are the pest sighting report/s signed-off and dated by the pest management technician during each service, even if blank?                                                                                                                                        | No, pest sighting reports or logs are not available on site.                                | Client is to print the pest sighting report provided in their client portal and use when appropriate |                       |
| G8.3                                           | Are there an appropriate number of pest sighting logs (large sites)?                                                                                                                                                                                             | No, pest sighting reports or logs are not available on site.                                | Client is to print the pest sighting report provided in their client portal and use when appropriate |                       |
| G8.3                                           | Are the pest sighting reports located in appropriate positions?                                                                                                                                                                                                  | No, pest sighting reports or logs are not available on site.                                | Client is to print the pest sighting report provided in their client portal and use when appropriate |                       |
| G8.3                                           | Has the pest management technician encouraged the client to make use of the pest sighting reports?                                                                                                                                                               | No, pest sighting reports or logs are not available on site.                                | Client is to print the pest sighting report provided in their client portal and use when appropriate |                       |
| PART B                                         | Walk-through: Equipment, service activity and pest activity on site                                                                                                                                                                                              |                                                                                             |                                                                                                      |                       |
| Equipment and devices on site                  |                                                                                                                                                                                                                                                                  |                                                                                             |                                                                                                      |                       |

| Requirements                |                                                                                                                                                                                                                                      | Results                                                                                                                                                                                        | Close-out requirements | Close-out status      |
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| 7.1.1                       | Is pest equipment and devices on site constructed from impervious materials, of a shape which allows easy cleaning and of a design which will not accidentally release liquids, solids or parts of pests into the environment?       | Yes, pest equipment and devices on site are made from impervious materials, designed for easy cleaning, and prevent accidental release of liquids, solids, or pest parts into the environment. | No action needed here  | No action needed here |
| 7.2.1                       | Are devices and equipment placed in locations where food, food equipment and food packaging materials cannot be contaminated?                                                                                                        | Yes, devices and equipment are placed in locations that prevent contamination of food, food equipment, and food packaging materials.                                                           | No action needed here  | No action needed here |
| 7.2.2<br>8.4.2              | Are all devices accurately marked on the site map(s)?                                                                                                                                                                                | Yes, all devices are accurately marked on the site map                                                                                                                                         | No action needed here  | No action needed here |
| 7.2.3                       | If there are client-supplied devices on a food site, is this clearly documented in the on-site records?                                                                                                                              | Not applicable at this site                                                                                                                                                                    | No action needed here  | No action needed here |
| <b>Labelling of devices</b> |                                                                                                                                                                                                                                      |                                                                                                                                                                                                |                        |                       |
| 7.3.1                       | Are rodent stations that contain rodenticide labelled such that it is clear that the device contains rodenticide?                                                                                                                    | Yes, rodent stations containing rodenticide are clearly labeled to indicate their contents.                                                                                                    | No action needed here  | No action needed here |
| 7.3.2                       | Are rodent stations that contain non-toxic (indicator) blocks clearly labelled as such?                                                                                                                                              | Not applicable at this site                                                                                                                                                                    | No action needed here  | No action needed here |
| 7.3.3                       | Are rodent stations that contain glue boards or snap traps or capture devices clearly labelled as such?                                                                                                                              | Not applicable at this site                                                                                                                                                                    | No action needed here  | No action needed here |
| 7.3.4                       | Are insect bait stations that contain pesticides labelled such that it is clear that the devices contain pesticide?<br>Small devices (less than 4 cm x 4 cm) that contain cockroach gel or ant gel are exempt from this requirement. | Not applicable at this site                                                                                                                                                                    | No action needed here  | No action needed here |

| Requirements                      |                                                                                                                                                                                                                                                          | Results                                                                                                                                                      | Close-out requirements | Close-out status      |
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| 7.3.5                             | Are all rodent stations and insect stations numbered?                                                                                                                                                                                                    | Yes, all rodent and insect stations are numbered for easy identification.                                                                                    | No action needed here  | No action needed here |
| <b>Service activities on site</b> |                                                                                                                                                                                                                                                          |                                                                                                                                                              |                        |                       |
| 9.1<br>9.2<br>9.3                 | Do pest management technicians, account managers and other personnel adhere to good hygiene practices while on site?<br>Good hygiene practices include adherence to policies or procedures for hand-washing, clothing, jewellery and food-borne illness. | Yes, we adhere to the hygiene guidelines set out by the client as well as to our high standards                                                              | No action needed here  | No action needed here |
| 4.2.4                             | Do technicians perform activities in accordance with SOPs?                                                                                                                                                                                               | Yes, the SOPs are also accessible to the technician to refer to if need be                                                                                   | No action needed here  | No action needed here |
| 8.2.4                             | Do pest management technicians comply with the site specification?<br>Servicing that is ad hoc or outside the site specification must be undertaken only with the agreement of the client.                                                               | Yes, if there is something outside of the site specification, this will be presented and agreed to by the client before any changes are made                 | No action needed here  | No action needed here |
| 4.3.1                             | Have chemical treatments and other pest management activities been performed without contaminating food, food equipment and food packaging materials?                                                                                                    | Yes, chemical treatments and other pest management activities have been carried out without contaminating food, food equipment, or food packaging materials. | No action needed here  | No action needed here |
| G4.3.1.2                          | Are rodent stations secured, maintained and supplied with bait or attractants in accordance with SOPs?                                                                                                                                                   | Yes, rodent stations are secured, maintained, and supplied with bait or attractants following the standard operating procedures (SOPs).                      | No action needed here  | No action needed here |

| Requirements                                  |                                                                                                                                                                                                                 | Results                                                                                                                                               | Close-out requirements | Close-out status      |
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| G4.3.1.2                                      | Do rodent devices in food handling areas contain only non-toxic monitoring or attractant materials (no rodenticides)?                                                                                           | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.2                                      | Are glue boards and snap traps properly located, marked on the map and checked daily (by food business or pest management technician)?<br>Temporary devices must be marked on the map.                          | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.2                                      | If rodent attractants are used, are they free from common human food allergens (eg. peanuts)?<br>Allergenic attractants may be used only with the written permission of the food business.                      | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.3                                      | Are flying insect units situated, maintained and serviced in accordance with SOPs?                                                                                                                              | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.3                                      | Do all flying insect units contain only shatterproof lamps?                                                                                                                                                     | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.4                                      | If devices that release pesticides are used, are they located only in areas where there is no exposed food?                                                                                                     | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G7.2.1.6, G7.1                                | If insect lures, gel stations and other devices are used, are they secured, maintained, located and marked on the map according to SOPs?<br>Cardboard insect traps should not be present in food handling areas | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.4                                      | If insect traps containing liquid are used are they located only in areas where there is no exposed food?                                                                                                       | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.5                                      | Have spray treatments been performed only in areas and using methods that avoid contamination of food, food equipment and food packaging materials?                                                             | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G4.3.1.5                                      | Are food handling areas free from evidence of dusts and granular insecticides?                                                                                                                                  | Yes, food handling areas are free from any evidence of dusts and granular insecticides.                                                               | No action needed here  | No action needed here |
| G4.3.1.5                                      | Have insecticide gels been placed appropriately to avoid contamination and in accordance with SOPs?                                                                                                             | Not applicable at this site                                                                                                                           | No action needed here  | No action needed here |
| G7.2.1.10<br>4.2.4<br>4.3.1                   | If trapping, baiting or culling of large pests or birds has been performed on site has this been done in accordance with SOPs and without contaminating food, food equipment and food packaging materials?      | We have not trapped, baited or culled any large pests or birds on this site. We have baited for rodents following our SOPs, and without contamination | No action needed here  | No action needed here |
| <b>Pest activity and housekeeping on site</b> |                                                                                                                                                                                                                 |                                                                                                                                                       |                        |                       |

| Requirements                    |                                                                                                                                                                                                                                                                                                                                                                                                           | Results                                                                                                                                                               | Close-out requirements                                                   | Close-out status      |
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| 8.5.3 a,c)                      | If there is pest activity on site has it been identified and properly recorded on recent service reports?<br>Have recommendations been made about emerging or on-going infestations?                                                                                                                                                                                                                      | Yes, there has been noticeable pest activity recently, and this has been discussed on site with the client as well as noted on service report                         | Recommended to install 10 extra bait stations to provide extra coverage. |                       |
| 8.5.3 c)                        | If there are problems with housekeeping or proofing on site, have they been properly documented on recent service reports?                                                                                                                                                                                                                                                                                | Yes, any issues with housekeeping or proofing on site have been properly documented in recent service reports.                                                        | No action needed here                                                    | No action needed here |
| 8.2.2                           | Now that the site has been inspected, is the servicing specified for this site appropriate?<br>If not, has the client has been advised in writing of such?<br>An appropriate site specification is one that results in no on-going pest activity on site, with the objective to maintain a pest-free environment or effectively return an environment to pest-free status in the event of an infestation. | Yes, the current servicing we are doing is appropriate for this site. Any changes are constantly monitored and will be proposed to the client as and when they arise. | Recommended to install 10 more bait stations to provide extra coverage.  |                       |
| Commendable findings            |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                          |                       |
|                                 |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                          |                       |
| Opportunities for improvement   |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                          |                       |
|                                 |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                          |                       |
| Other comments and observations |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                          |                       |
|                                 |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                          |                       |