

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	Green Bean Packaging Pty Ltd - Factory 15, 1805-1825 Sydney Road, Campbellfield VIC 3061
Name of internal auditor	Dave Lyon
Job title of internal auditor	Commercial Supervisor
Date of audit	27/08/2025
Report date	27/08/2025
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
PART A	Documentation on site			
Site Register (Site Folder)				
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
8.1.1	Does the site register include the following items? a) Contact information b) A site specification c) A pest sighting report for use by food business employees, if not situated elsewhere on site d) Site map e) Service reports f) Rodent monitoring sheets g) Flying insect unit monitoring sheets and globe change records, if applicable h) Trend analyses i) Records of missing bait stations j) Safety data sheets (SDSs) k) Labels l) Technician licences m) Insurance certificates of currency	We are yet to provide the Trend Analysis, but all other listed items are included, yes	Trend analysis to be obtained if requested by the client	No action needed here
Site Specification (Service Agreement, Scope of Works)				
8.2.1	Does the site specification describe the following: a) The frequency of service b) Type of pests covered c) Type of treatments d) Areas serviced e) Pesticides that will be used on this site. The pesticides must be selected from the pest management organisation's approved chemicals register f) Client's food safety management standard/s, where applicable g) Special requirements for this site.	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
Site Map				
8.4.1	Is there a site map(s)?	Yes, we provide the site with a site map and update this with any changes that are made	No action needed here	No action needed here

Requirements		Results	Close-out requirements	Close-out status
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?	Yes, all rodent bait stations on the map are numbered, besides 4 & 36. There are no flying insect control units at this site.	Technician to locate bait stations 4 & 36 and mark them on the site map to be updated	Map has been updated
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, but do not outline which stations are traps	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
Service Reports				
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
8.5.3 a)	Do all service reports include detailed observations of pests on the site: • identification of species, • activity level, • locations of pest activity?	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: • type of treatment, • location of treatment, • chemical name, • active ingredient, • dilution, • quantity used, • batch number?	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? 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
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 apart from the most recent visit 25/06/2025 where a rodent bait station report was produced	Make sure Service Reports are produced at each visit	
Pest monitoring records				
8.6	Are monitoring records for rodent stations, flying insect controllers, traps and other indicator equipment available on site?	Yes there are monitoring records 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	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?	There are no FIC on site here	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?	Yes there is	No action needed here	No action needed here

Requirements		Results	Close-out requirements	Close-out status
8.6.4 NEW	Trend analyses for pest activities: Are they accurate? Are they conducted at least annually or in the event of an infestation. 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.	No, we did not provide a trend analysis. This can be provided if requested by the client	Provide trend analysis if requested by client	No action needed here
8.6.5 NEW	Is there a record of, and investigation pertaining to, any missing bait station? 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.	Yes, although there have been no missing bait stations on site	Missing stations are replaced and reported to client	No action needed here
Safety Data Sheets (SDSs)				
8.7.1	Is there a safety data sheet (SDS) available to the client for each chemical product used on site? Hard copies must be provided to businesses that receive paper-based service reports.	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	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? Clients that receive all reports and communications electronically and that have no physical site register are exempt from this requirement.	Yes, we have a portal access document that the client can access on-site	No action needed here	No action needed here
Instructions (labels) for pest control chemicals used on site				

Requirements		Results	Close-out requirements	Close-out status
8.8.1	Is there a label available to the client for each chemical product used on site? 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, 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? 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
Licensing, insurance and regulatory compliance				
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
12.1.6	Are the licence documents for all technicians who have serviced this site available to the client? Are they suitable and current? 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?	Yes, they are	No action needed here	No action needed here
8.3.2	Are the pest sighting report/s signed-off and dated by the pest management technician during each service, even if blank?	Yes, they are	No action needed here	No action needed here
G8.3	Are there an appropriate number of pest sighting logs (large sites)?	Yes, there are	No action needed here	No action needed here
G8.3	Are the pest sighting reports located in appropriate positions?	Yes	No action needed here	No action needed here
G8.3	Has the pest management technician encouraged the client to make use of the pest sighting reports?	Yes, staff have been encouraged here	No action needed here	No action needed here
PART B	Walk-through: Equipment, service activity and pest activity on site			
Equipment and devices on site				
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, we make sure that the devices and equipment used on site will not contaminate anything in 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, we specifically place our stations and devices in areas that have the lowest risk of contaminating anything	No action needed here	No action needed here
7.2.2 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	No action needed here	No action needed here

Requirements		Results	Close-out requirements	Close-out status
Labelling of devices				
7.3.1	Are rodent stations that contain rodenticide labelled such that it is clear that the device contains rodenticide?	Yes, they are	No action needed here	No action needed here
7.3.2	Are rodent stations that contain non-toxic (indicator) blocks clearly labelled as such?	Yes, they are	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	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? Small devices (less than 4 cm x 4 cm) that contain cockroach gel or ant gel are exempt from this requirement.	Not applicable	No action needed here	No action needed here
7.3.5	Are all rodent stations and insect stations numbered?	Yes, they are	No action needed here	No action needed here
Service activities on site				
9.1 9.2 9.3	Do pest management technicians, account managers and other personnel adhere to good hygiene practices while on site? 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? 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?	Not applicable for this site	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, they are	No action needed here	No action needed here
G4.3.1.2	Do rodent devices in food handling areas contain only non-toxic monitoring or attractant materials (no rodenticides)?	Yes, they are	No action needed here	No action needed here

Requirements		Results	Close-out requirements	Close-out status
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)? <i>Temporary devices must be marked on the map.</i>	Not applicable for 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)? <i>Allergenic attractants may be used only with the written permission of the food business.</i>	Not applicable for 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 for 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 for 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 for 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? <i>Cardboard insect traps should not be present in food handling areas</i>	Not applicable for 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 for 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?	Yes, they have	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, they are	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 for this site	No action needed here	No action needed here
G7.2.1.10 4.2.4 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
Pest activity and housekeeping on site				
8.5.3 a,c)	If there is pest activity on site has it been identified and properly recorded on recent service reports? Have recommendations been made about emerging or on-going infestations?	Yes, it has	No action needed here	No action needed here
8.5.3 c)	If there are problems with housekeeping or proofing on site, have they been properly documented on recent service reports?	Yes, although not applicable, they would be	No action needed here	No action needed here

Requirements		Results	Close-out requirements	Close-out status
8.2.2	Now that the site has been inspected, is the servicing specified for this site appropriate? If not, has the client has been advised in writing of such? 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, it is	No action needed here	No action needed here
Commendable findings				
All rodent stations are labeled, numbered and secured				
Opportunities for improvement				
Other comments and observations				