



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPPMT3005A Modify environment to manage pests**

**Release: 1**

## **CPPPMT3005A Modify environment to manage pests**

### **Modification History**

Revised unit

Unit updated and equivalent to PRMPM05B Modify environment to manage pests

### **Unit Descriptor**

This unit of competency specifies the outcomes required to modify the environment to manage non-timber pests. The unit requires the ability to assess the nature and extent of the pest and pest activity, gain a thorough understanding of client requirements and apply company information in order to perform the task. The selection of appropriate equipment and methods is essential for performing the task safely and efficiently.

### **Application of the Unit**

This unit of competency supports pest management technicians responsible for creating the physical conditions necessary to manage the pest environment. The unit applies to non-timber pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

### **Licensing/Regulatory Information**

This unit is one of the essential requirements for a pest management licence. The full requirements for different licences may vary in different states and territories.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

- |   |                                                            |     |                                                                                                                                                                                                                |
|---|------------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Access work site and confirm work requirements.            | 1.1 | <b><i>Work site</i></b> is accessed according to <b><i>company requirements</i></b> .                                                                                                                          |
|   |                                                            | 1.2 | <b><i>Work order</i></b> is reviewed according to company requirements and issues are clarified with <b><i>appropriate persons</i></b> .                                                                       |
|   |                                                            | 1.3 | <b><i>Assessment method</i></b> is determined according to work order and company requirements.                                                                                                                |
| 2 | Inspect site for pests and develop a pest management plan. | 2.1 | <b><i>Hazards</i></b> are identified and risks controlled for inspection of the work site according to company, <b><i>legislative</i></b> and <b><i>occupational health and safety (OHS)</i></b> requirements. |
|   |                                                            | 2.2 | Suitable <b><i>personal protective equipment (PPE)</i></b> is selected and used according to <b><i>manufacturer specifications</i></b> and OHS and company requirements.                                       |
|   |                                                            | 2.3 | Type and extent of <b><i>pest</i></b> and pest activity are identified according to work order and company requirements.                                                                                       |
|   |                                                            | 2.4 | <b><i>Pest management methods</i></b> are selected according to work order, manufacturer specifications and legislative, OHS, company and <b><i>environmental requirements</i></b> .                           |
|   |                                                            | 2.5 | <b><i>Client</i></b> is advised of proposed <b><i>pest management plan</i></b> according to work order and company requirements.                                                                               |
|   |                                                            | 2.6 | Client approval to proceed with implementation of pest management plan is confirmed according to company requirements.                                                                                         |

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| 3 | Prepare work site.                                                                 | 3.1 | Hazards are identified and risks controlled for pest management at work site according to manufacturer specifications and environmental, legislative, OHS and company requirements. |
|   |                                                                                    | 3.2 | Size and usage pattern of work site are determined to ensure safety of <b>personnel</b> and efficient use of <b>equipment</b> and <b>materials</b> .                                |
|   |                                                                                    | 3.3 | <b>Signage and barriers</b> are installed as required to maximise protection of <b>public health and safety</b> during treatment operation.                                         |
|   |                                                                                    | 3.4 | Factors affecting completion of work order are identified and appropriate persons are promptly advised.                                                                             |
| 4 | Select and prepare equipment and materials for completion of pest management plan. | 4.1 | Suitable PPE is selected and used according to manufacturer specifications and legislative, OHS and company requirements.                                                           |
|   |                                                                                    | 4.2 | Equipment is selected for completion of pest management plan.                                                                                                                       |
|   |                                                                                    | 4.3 | Equipment is accessed and operational effectiveness checked according to manufacturer specifications and legislative, OHS and company requirements.                                 |
|   |                                                                                    | 4.4 | Equipment is adjusted to suit operator's requirements according to manufacturer specifications.                                                                                     |
|   |                                                                                    | 4.5 | Materials are selected and located according to company requirements.                                                                                                               |
|   |                                                                                    | 4.6 | Materials are prepared according to manufacturer specifications and company requirements.                                                                                           |
| 5 | Modify the work site.                                                              | 5.1 | Work site is modified using equipment, materials and <b>pest management method</b> as identified in pest management plan.                                                           |
|   |                                                                                    | 5.2 | Work is conducted using safe operating practices according to manufacturer specifications and environmental, legislative, OHS and company requirements.                             |

- 5.3 Emergency situations are responded to using **emergency response procedures** according to manufacturer specifications and environmental, legislative and company requirements.
- 6 Restore work site and complete documentation.
- 6.1 Equipment, materials and **waste** are collected and removed according to work order and environmental, legislative, OHS and company requirements.
- 6.2 Work site is restored according to work order, client requests and environmental and company requirements.
- 6.3 Signage and barriers are removed when work site is available for re-use, according to work order and OHS and company requirements.
- 6.4 **Regulatory and company documentation** is completed and distributed according to legislative and company requirements.
- 7 Clean, safety-check and store equipment.
- 7.1 Equipment and PPE are cleaned and decontaminated according to manufacturer specifications and environmental, OHS and company requirements.
- 7.2 Equipment and PPE are safety-checked and required maintenance is recorded according to manufacturer specifications and environmental, OHS and company requirements.
- 7.3 Cleaned equipment and PPE are stored to allow ready access and re-use according to company requirements.
- 7.4 Collected waste is disposed of according to work order, manufacturer specifications and environmental, legislative, OHS and company requirements.
- 7.5 Exposed skin is treated to remove any contamination according to manufacturer specifications and OHS and company requirements.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- customer service skills to:
  - establish rapport with clients
  - gain clients' trust
  - perceive and respond to clients' attitudes to pest problems
- language, literacy and numeracy skills for:
  - communicating clearly and concisely verbally and in writing
  - reading and interpreting directions and safety instructions, including:
    - equipment manuals
    - chemical labels
    - material safety data sheets (MSDS)
  - requesting advice or further information
  - seeking and receiving feedback
  - sourcing, organising and recording information
- planning and organising work
- skills to work safely when:
  - manual handling
  - handling and disposing of chemicals
  - identifying hazards and controlling risks
  - working at heights and in confined spaces
- using environmental modification strategies to manage vertebrate and non-vertebrate pests
- self-management skills to work alone and in a team

### Required knowledge

- company management structure and procedures, including:
  - injury, dangerous occurrence and incident reporting
  - enterprise maintenance and servicing procedures
  - environment protection procedures
  - OHS procedures, including hierarchy of hazard control
  - reporting procedures
  - safe manual-handling techniques
  - safe work practices for using equipment, including PPE
- legislation, regulations, codes of practice and industry advisory standards that apply to the modification of environments to manage pests, including:

- environment protection
- licensing requirements for pest management control
- OHS legislation
- pest assessment, including:
  - pest ecology in relation to pest management operations
  - types of pests relevant to the area and their life cycles, habits and harbourages
- pest management options, including:
  - physical controls associated with managing pests in a range of environments and conditions
  - product knowledge, including manufacturer specifications
- work order specifications

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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| Overview of assessment                                                                       | This unit of competency could be assessed by practical demonstration of the modification of a range of environments to manage different pests.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | <p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> <li>• achieve outcomes as specified in work orders</li> <li>• apply knowledge of emergency response procedures</li> <li>• comply with company, legislative and regulatory requirements</li> <li>• confirm type of organism and its associated key behavioural characteristics</li> <li>• identify hazards and risks associated with pest management and apply knowledge of hierarchy of hazard control</li> <li>• select safe, effective and environmentally responsible pest management methods</li> <li>• select equipment and materials for the task.</li> </ul> |
| Context of and specific resources for assessment                                             | <p>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.</p> <p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> <li>• suitable work site or other venue</li> <li>• suitable equipment and materials</li> <li>• PPE</li> <li>• equipment operating manuals and MSDS</li> <li>• plain English version of relevant statutes and procedures</li> <li>• work order instructions, work plans and schedules, and policy documents</li> <li>• assessment instruments, including personal planner and assessment record book.</li> </ul>                                                                                                                                 |
| Method of assessment                                                                         | <p>Assessment methods must:</p> <ul style="list-style-type: none"> <li>• satisfy the endorsed Assessment Guidelines of the Property Services Training Package</li> <li>• include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|                                     | <p>knowledge required for practical application</p> <ul style="list-style-type: none"> <li>reinforce the integration of employability skills with workplace tasks and job roles</li> <li>confirm that competency is verified and able to be transferred to other circumstances and environments.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Guidance information for assessment | <p>Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.</p> <p>Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.</p> <p>This unit could be assessed on its own or in combination with other units relevant to the job function, for example:</p> <ul style="list-style-type: none"> <li>CPPPMT3002A Assess pest management options</li> <li>CPPPMT3006A Apply pesticides to manage pests</li> <li>CPPPMT3007A Implement pest management plans</li> <li>CPPPMT3009A Advise clients on pest management options</li> <li>CPPPMT3043A Prepare and present pest management proposals.</li> </ul> |

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Work sites</b> may include:           | <ul style="list-style-type: none"> <li>building surroundings</li> <li>buildings</li> <li>domestic, commercial or industrial premises.</li> </ul>                                                                                                                                                                                                                                                                                                                            |
| <b>Company requirements</b> may include: | <ul style="list-style-type: none"> <li>access and equity policy, principles and practice</li> <li>business and performance plans</li> <li>client communication procedures</li> <li>client confidentiality procedures</li> <li>client service standards</li> <li>company goals, objectives, plans, systems and processes</li> <li>company issued identification badge, card or pass</li> <li>company policies and procedures</li> <li>defined resource parameters</li> </ul> |

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|                                            | <ul style="list-style-type: none"> <li>• dress and presentation requirements</li> <li>• duty of care, code of conduct and code of ethics</li> <li>• emergency response and evacuation procedures</li> <li>• employer and employee rights and responsibilities</li> <li>• establishing operator identity with client</li> <li>• internal communication channels and reporting procedures</li> <li>• maintenance procedures for equipment and PPE</li> <li>• OHS control procedures</li> <li>• OHS policies and procedures</li> <li>• personnel practices and guidelines</li> <li>• policies and procedures relating to own role, responsibility and delegation</li> <li>• quality and continuous improvement processes and standards</li> <li>• records and information systems and processes</li> <li>• training (induction and refresher) materials</li> <li>• work site access security clearance procedures.</li> </ul>                                        |
| <b>Work order</b> information may include: | <ul style="list-style-type: none"> <li>• access to work site, including: <ul style="list-style-type: none"> <li>• timing of access</li> <li>• access and egress points</li> </ul> </li> <li>• budget allocations</li> <li>• completion times and dates</li> <li>• dress and presentation requirements</li> <li>• job requirements and tasks</li> <li>• legislative and local government requirements</li> <li>• OHS requirements and emergency response procedures</li> <li>• requirements for working in isolated and remote locations</li> <li>• resource requirements – equipment and materials</li> <li>• specific client requirements, such as: <ul style="list-style-type: none"> <li>• noise control</li> <li>• relationships with other customer activities</li> <li>• sensitivity of occupants to pests or pest management</li> </ul> </li> <li>• use of signage and barriers</li> <li>• work schedules</li> <li>• work site contact persons.</li> </ul> |
| <b>Appropriate persons</b> may include:    | <ul style="list-style-type: none"> <li>• clients</li> <li>• colleagues</li> <li>• managers</li> <li>• persons in control of work site</li> <li>• supervisors.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Assessment methods</b> may include:     | <ul style="list-style-type: none"> <li>• discussion with client</li> <li>• review of past pest management records</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                             | <ul style="list-style-type: none"> <li>• visual inspection.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Hazards</b> may include: | <ul style="list-style-type: none"> <li>• allergic reactions to pests and equipment, including latex allergies</li> <li>• biological and animal waste</li> <li>• bites and stings</li> <li>• blood and blood-stained products</li> <li>• confined or restricted spaces</li> <li>• contaminated clothing, materials or equipment</li> <li>• damaged or inappropriate equipment</li> <li>• dust and fibres</li> <li>• electrical hazards arising from: <ul style="list-style-type: none"> <li>• cables</li> <li>• electrical fittings: <ul style="list-style-type: none"> <li>• switches</li> <li>• lights</li> </ul> </li> <li>• wires</li> <li>• untested electrical equipment</li> </ul> </li> <li>• fatigue</li> <li>• fire</li> <li>• gas</li> <li>• heights</li> <li>• inadequate lighting and ventilation</li> <li>• infectious and zoonotic diseases, such as: <ul style="list-style-type: none"> <li>• scabies</li> <li>• Q fever</li> </ul> </li> <li>• misunderstanding label information and instructions</li> <li>• mobile or vehicle hazards around plant and vehicles</li> <li>• moving or unguarded parts</li> <li>• noise</li> <li>• occupational violence and bullying</li> <li>• over-familiarity with routine procedures causing lack of attention to details of manufacturer's label instructions</li> <li>• poor personal hygiene practices</li> <li>• release of substances with negative environmental impact</li> <li>• spills, splashes and sprays</li> <li>• unclear or ambiguous work order information</li> <li>• unsafe manual-handling techniques, including awkward and repetitive postures</li> <li>• unsafe underfoot conditions, such as slippery, uneven and rough surfaces</li> <li>• work environment temperature extremes</li> <li>• work in unfamiliar isolated or remote environments.</li> </ul> |

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| <p><b>Legislative requirements</b> may include:</p>                                                                         | <ul style="list-style-type: none"> <li>• Australian standards, quality assurance and certification requirements</li> <li>• award and enterprise agreements</li> <li>• industry advisory standards and codes, such as:             <ul style="list-style-type: none"> <li>• building codes</li> <li>• dangerous goods codes</li> </ul> </li> <li>• relevant commonwealth, state and territory legislation and local government regulations that affect company operation, such as:             <ul style="list-style-type: none"> <li>• anti-discrimination and diversity</li> <li>• chemical controls</li> <li>• chemical registers or manifests</li> <li>• consumer protection legislation</li> <li>• dangerous goods Acts and regulations</li> <li>• declared pest (plant and animal) reporting</li> <li>• environmental protection issues</li> <li>• equal employment opportunity</li> <li>• freedom of information</li> <li>• industrial relations</li> <li>• motor and commercial vehicle transportation</li> <li>• motor licence and endorsement regulations</li> <li>• OHS Acts and regulations</li> <li>• privacy</li> <li>• public health</li> <li>• trade practices</li> <li>• workplace consultative arrangements.</li> </ul> </li> </ul> |
| <p><b>Occupational health and safety</b> (also known as workplace health and safety) <b>requirements</b> may relate to:</p> | <ul style="list-style-type: none"> <li>• allergic reactions, such as contact dermatitis</li> <li>• animal management and control procedures</li> <li>• communication devices for isolated or remote locations, such as:             <ul style="list-style-type: none"> <li>• mobile phone</li> <li>• two-way radio</li> </ul> </li> <li>• dermatotoxicological control and prevention measures</li> <li>• emergency procedures for contact with toxic substances, such as:             <ul style="list-style-type: none"> <li>• splashes in eye or on skin</li> <li>• inhalation</li> <li>• ingestion</li> </ul> </li> <li>• hazard identification and risk assessment mechanisms</li> <li>• hierarchy of hazard control procedures</li> <li>• industry advisory standards</li> <li>• information provided by national registration authority and state government authorities, such as:</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |

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|                                                          | <ul style="list-style-type: none"> <li>• agriculture</li> <li>• environment protection</li> <li>• health</li> <li>• primary industry</li> <li>• injury and dangerous occurrence reporting</li> <li>• national and industry codes of practice</li> <li>• OHS control procedures, such as: <ul style="list-style-type: none"> <li>• health and safety plans</li> <li>• job plans</li> <li>• job safety analyses</li> <li>• risk assessments</li> <li>• safe operating practices and procedures</li> <li>• safe work instructions</li> <li>• safe work method statements</li> </ul> </li> <li>• health surveillance and monitoring, such as regular blood testing</li> <li>• routes of entry and potential symptoms of exposure to chemicals</li> <li>• safety, induction and refresher training</li> <li>• selection and use of PPE and clothing appropriate to hazard</li> <li>• up-to-date electrical test and tag compliance</li> <li>• use of chemicals according to MSDS</li> <li>• use of residual current devices</li> <li>• use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.</li> </ul> |
| <b><i>Personal protective equipment</i></b> may include: | <ul style="list-style-type: none"> <li>• air-line and self-contained respirators</li> <li>• breathing respirators: <ul style="list-style-type: none"> <li>• full-face</li> <li>• half-face</li> </ul> </li> <li>• chemical impervious gloves</li> <li>• chemical resistant aprons</li> <li>• communication equipment</li> <li>• cradles</li> <li>• drinking fluids</li> <li>• dust masks</li> <li>• eye protection, such as: <ul style="list-style-type: none"> <li>• chemical resistant goggles</li> <li>• eyewashes and showers</li> <li>• safety glasses</li> </ul> </li> <li>• face shield (splash-proof)</li> <li>• first aid kit appropriate to the task and location</li> <li>• hair nets</li> <li>• hard hats</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                                                 | <ul style="list-style-type: none"> <li>• high-visibility vests or clothing</li> <li>• long pants</li> <li>• noise protection</li> <li>• non-slip safety shoes or boots</li> <li>• overalls, coveralls or other chemical protective clothing</li> <li>• prodding or probing sticks and rods</li> <li>• safety harnesses</li> <li>• soap and towel</li> <li>• sunscreen</li> <li>• tongs</li> <li>• torches</li> <li>• washable sun hats</li> <li>• wet-work protective clothing.</li> </ul> |
| <b>Manufacturer specifications</b> may include: | <ul style="list-style-type: none"> <li>• emergency response resources</li> <li>• equipment operating manuals</li> <li>• government publications</li> <li>• instructional guides</li> <li>• MSDS</li> <li>• other resources supplied by manufacturer, such as: <ul style="list-style-type: none"> <li>• laminated cards</li> <li>• notices</li> <li>• wall posters</li> </ul> </li> <li>• product labels</li> <li>• safety instructions pre-printed on equipment.</li> </ul>                |
| <b>Pests</b> may include:                       | <ul style="list-style-type: none"> <li>• any pest of commercial significance in an urban environment, excluding timber pests, such as: <ul style="list-style-type: none"> <li>• borers</li> <li>• carpenter ants</li> <li>• termites</li> <li>• wood decay fungi.</li> </ul> </li> </ul>                                                                                                                                                                                                   |
| <b>Pest management method</b> may include:      | <ul style="list-style-type: none"> <li>• caging</li> <li>• netting</li> <li>• physical exclusion, barriers and fencing</li> <li>• trapping and mustering.</li> </ul>                                                                                                                                                                                                                                                                                                                       |
| <b>Environmental requirements</b> may include:  | <ul style="list-style-type: none"> <li>• clean up, containment or isolation</li> <li>• company policies and guidelines</li> <li>• emergency chemical spill control measures</li> <li>• hazardous materials handling</li> <li>• regulations, by-laws and guidelines of environmental protection agencies and government departments, such as: <ul style="list-style-type: none"> <li>• agriculture</li> </ul> </li> </ul>                                                                   |

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|                                          | <ul style="list-style-type: none"> <li>• emergency services</li> <li>• national parks and wildlife.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Clients</b> may include:              | <ul style="list-style-type: none"> <li>• bodies corporate</li> <li>• building supervisors</li> <li>• companies or organisations</li> <li>• environmental health officers</li> <li>• executive housekeepers</li> <li>• maintenance managers</li> <li>• owners</li> <li>• persons in control of work processes</li> <li>• property agents or managers</li> <li>• tenants.</li> </ul>                                                                                                                     |
| <b>Pest management plan</b> may include: | <ul style="list-style-type: none"> <li>• advice on health, safety, environmental and other legislative matters</li> <li>• advice on pest prevention strategies</li> <li>• details of pest and pest activity</li> <li>• follow-up pest management advice, monitoring and call-back schedule</li> <li>• pest management methods.</li> </ul>                                                                                                                                                              |
| <b>Personnel</b> may include:            | <ul style="list-style-type: none"> <li>• client's staff</li> <li>• colleagues</li> <li>• persons who handle and wash technician's contaminated work clothes</li> <li>• site visitors</li> <li>• venue, facility, building or shopping centre staff or management.</li> </ul>                                                                                                                                                                                                                           |
| <b>Equipment</b> may include:            | <ul style="list-style-type: none"> <li>• bunding materials</li> <li>• cages</li> <li>• cameras</li> <li>• contaminated clothing bag</li> <li>• dishes or bowls</li> <li>• drills</li> <li>• electrical extension leads</li> <li>• elevated work platforms</li> <li>• equipment decontamination materials</li> <li>• flexible lights</li> <li>• flushing agents</li> <li>• generators</li> <li>• hoses</li> <li>• knives</li> <li>• ladders</li> <li>• magnifying glasses</li> <li>• mirrors</li> </ul> |

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|                                                  | <ul style="list-style-type: none"> <li>• nets</li> <li>• probes</li> <li>• safety harnesses</li> <li>• screwdrivers</li> <li>• sharps containers</li> <li>• shovels and rakes</li> <li>• sound, moisture and movement detectors</li> <li>• specimen bottles</li> <li>• torches</li> <li>• waste disposal containers.</li> </ul>                                  |
| <b>Materials</b> may include:                    | <ul style="list-style-type: none"> <li>• building components</li> <li>• physical barriers</li> <li>• sealing components.</li> </ul>                                                                                                                                                                                                                              |
| <b>Signage and barriers</b> may include:         | <ul style="list-style-type: none"> <li>• physical barriers and restraints erected to restrict access to work site</li> <li>• signs complying with legislative requirements and/or Australian standards that warn of danger and/or adverse conditions.</li> </ul>                                                                                                 |
| <b>Public health and safety</b> may affect:      | <ul style="list-style-type: none"> <li>• animals</li> <li>• bystanders</li> <li>• client's staff</li> <li>• colleagues</li> <li>• customers</li> <li>• distributors</li> <li>• facility users</li> <li>• general public</li> <li>• inspectors</li> <li>• neighbours</li> <li>• retailers</li> <li>• suppliers</li> <li>• trade and service providers.</li> </ul> |
| <b>Emergency response procedures</b> include:    | <ul style="list-style-type: none"> <li>• clean up</li> <li>• containment</li> <li>• decontamination</li> <li>• first aid</li> <li>• isolation</li> <li>• notification of authorities</li> <li>• use of firefighting appliances</li> <li>• use of PPE</li> <li>• work site or workplace evacuation.</li> </ul>                                                    |
| <b>Waste</b> may be solid or liquid and include: | <ul style="list-style-type: none"> <li>• contaminated or hazardous biological waste</li> <li>• used containers</li> </ul>                                                                                                                                                                                                                                        |

|                                                                 |                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                 | <ul style="list-style-type: none"><li>• used or contaminated PPE, such as disposable gloves.</li></ul>                                                                                                                                                                                                                                |
| <b><i>Regulatory and company documentation</i></b> may include: | <ul style="list-style-type: none"><li>• accident and incident reports</li><li>• certificates and notices</li><li>• customer files and databases</li><li>• invoices</li><li>• job sheets</li><li>• logbooks</li><li>• OHS control procedures and forms</li><li>• receipts</li><li>• risk assessments</li><li>• work diaries.</li></ul> |

## Unit Sector(s)

Pest management

## Custom Content Section

Not applicable.