



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

PUBLIC HEALTH PEST CONTROL MANAGER



--- DEC 2017
ADOT 88/2017
FIRST EDITION



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Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Terms document is a living document, which can be amended when necessary. QCC established an Occupational Terms Working Group for Pest Control that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.
1	xxx	Document launched				



About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC Pest Control Occupational Terms Working Group was initiated in January 2017 in order to establish occupational terms for workers in the Public/Private Sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the safety and productivity of personnel

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to, in order to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled persons to maintain the quality of the infrastructure in the Emirate of Abu Dhabi in particular and hence the United Arab Emirates in general.



Acknowledgments

The QCC would like to thank the members of the working group listed below:

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Occupational Terms

No.	Field	Details														
1.	Occupation (Standard Unit)	Pest Control Manager (for residential premises / commercial establishments)														
2.	Description	This standard specifies in the required qualification to manage pest control operations in residential premises and commercial establishments in the Emirate of Abu Dhabi, understand customer complaints for pests, assess premise pest infestation level, to supervise the professional services and follow-up after operation are performed														
3.	Unit type	<input checked="" type="checkbox"/> Knowledge and Skills OR <input type="checkbox"/> Application														
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Direct and review the nature of Pests' infestation or nuisance level</i></td> </tr> <tr> <td>E2</td> <td><i>Apply integrated pest management (IPM) approaches to resolve pest issues</i></td> </tr> <tr> <td>E3</td> <td><i>Manage location against pests and comply safety measures</i></td> </tr> <tr> <td>E4</td> <td><i>Manage to re-instate location on completion of treatment</i></td> </tr> <tr> <td>E5</td> <td><i>Reviewing records and reports on pests' management services</i></td> </tr> <tr> <td>E6</td> <td><i>Apply Health and Safety Measures before, during and after treatment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Direct and review the nature of Pests' infestation or nuisance level</i>	E2	<i>Apply integrated pest management (IPM) approaches to resolve pest issues</i>	E3	<i>Manage location against pests and comply safety measures</i>	E4	<i>Manage to re-instate location on completion of treatment</i>	E5	<i>Reviewing records and reports on pests' management services</i>	E6	<i>Apply Health and Safety Measures before, during and after treatment</i>
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		E6	<i>Apply Health and Safety Measures before, during and after treatment</i>													
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10														
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input checked="" type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input type="checkbox"/> Performing/carry out QF 1-4														



No.	Field	Details	
7.	Entry information and prerequisites	M.Sc.(Zoology) / (Agriculture) plus 3 years' experience (in pest control field) or B.Sc. (Zoology) / (Agriculture) or equivalent qualification with minimum 5 Years' Pest Control Experience	
8.	Grading	Application unit: Specialist / Consultant <i>Competent / Not Yet Competent</i>	
9.	Industry sector	Public Health Pest Control	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Center of Waste Management, Abu Dhabi Department of Economic Development, Abu Dhabi Urban Planning Council, Abu Dhabi Municipality, EAD, OSHAD, Abu Dhabi Chamber, Department of Health Abu Dhabi, ACTVET and National Qualification Authority
		Private Sector	Approved entities for Certification Training Management
11.	Endorsement date	27 Nov 2017	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO	ISCO-08 (7544)	

Terms & Definitions

Term	Description
Pest Control Industry	A private pest control company licensed and operating to provide pest control services for public and private residential premises and commercial establishments
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task
IPM	Integrated Pest Management
PPE	Personal Protective Equipment



Pest Control Services	A job undertaken using IPM approaches and practices to prevent, mitigate, control or eradicate public health pests, which may cause injury, disease, death or damage to properties or humans. This may include, but not be limited to nuisance, injuries, or illness caused by mosquitoes, flies, roaches, rodents, bed bugs, ants, ticks, fleas, flying and crawling insects, and venomous pests.
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Performance Criteria

Element	<i>1. Direct and review the nature of pests' infestation or nuisance level You must be able to:</i>
PC 1.1	Greet and communicate with the customer
PC 1.2	Apply listening skills to obtain information from the customer on pests' issues / disease/nuisance / damages complaints
PC 1.3	Conduct premises survey to know the pest infestation, disease, damage or nuisance presence in case of first visit / service and inform the customer about the treatment plan
PC 1.4	Communicate to the supervisor to assess accurately environmental factors, structural defects, safety, health and hygiene problems of the site, taking full account of available assessment and monitoring data and previous history of infestation and treatments
PC 1.5	Review the job cards prepared by Team Supervisor's premise survey information, observation reports and appropriate control measures
PC 1.6	Review data from assessments on the reported extent and severity of activity
PC 1.7	Assess all signs of pest activities and reported level of infestation on the site reported by the supervisor
PC 1.8	Identify constraints relating to the application of elimination measures
PC 1.9	Assess risks associated with continuing infestation and plan for the risk prevention
PC 1.10	In accordance with organizational procedures, plan and propose an effective strategy which takes account of all relevant data
PC 1.11	Explain time and cost estimates for visits, treatment frequency and services required to the customer including recommendation for proofing or preventive non-chemical procedures/ methods
PC 1.12	Obtain the willingness or acceptance for terms and conditions to take up for the pest control treatment procedures and duration with due safety precautions
PC 1.13	Confirm from supervisor for individuals who may be vulnerable by the impact of proposed treatment applications before, during and after treatment application and advise the supervisor to advise customer to take care of special needs people to keep away and shift to the another safer place for the specified time/duration.



Element	2. Apply integrated pest management (IPM) approaches to resolve pest issues You must be able to:
PC 2.1	Recommend the pest source identifying techniques which are the most effective for the site, type and level of infestation; and which minimize risk to others, and the environment
PC 2.2	Review the proposed IPM management techniques which reflect known aspects of the biology, life cycle and behaviour of the target species, known site ecology factors and any previous history of infestation
PC 2.3	Advise the supervisor to select materials, tools and equipment which are fit for purpose and sufficient for planned treatment
PC 2.4	Manage the standard operating procedures and directions in practice on health and safety measures to protect pest control team and others, non-target species and the environment
PC 2.5	Review the treatment records for sufficient frequencies to meet the monitoring and follow-up requirements for the type of treatment and pest management measures
PC 2.6	Review and resolve all customer queries and complaints
PC 2.7	Manage the document of customer queries in the prescribed format of company system
PC 2.8	Maintain the feedback and reviews from the customers & implement within the framework of the organization
PC 2.9	Maintain a healthy and professional relationship with the customers, especially key accounts and influencers in the market

Element	3. Manage location against pests and comply safety measures You must be able to:
PC3.1	Assess accurately environmental factors, structural defects, health and hygiene problems on the site, taking full account of available assessment and monitoring data and previous history of infestation and treatments
PC 3.2	Review that effective action on proofing, hygiene and environmental management is followed, specified clearly and agreed to
PC 3.3	Provide recommendation to the customer where the assessment indicates the need for a specialist contractor, in accordance with organizational policies and procedures
PC 3.4	Ensure that all records on materials, tools and equipment (including for access) meet the purpose and are sufficient for proofing, hygiene and environmental management measures and communicate to the customers on the process.
PC 3.5	Review appropriate safety and health measures to protect the team and others as well as non-target species, plants, water, food and the environment, during the course of treatment, by proofing and improving hygiene
PC 3.6	Review feedback on placing deterrent devices, proofing and hygiene measures safely, thoroughly and systematically, in accordance with manufacturer's instructions, industry codes of practice and organizational procedures
PC 3.7	Maintain accurate and complete records of site assessments, proofing, hygiene and



	environmental control measures in place, and of periodic site monitoring
PC 3.8	Communicate to the supervisor for all works meet as per agreed pest control services contract between the company and the premise owner
PC 3.9	Facilitate and provide to use suitable personal protective equipment (PPE) in accordance with manufacturers' specifications and OHSAD and company requirements

Element	4. Manage to re-instate location on completion of treatment You must be able to:
PC 4.1	Maintain clear communication with supervisor (by all means including face-to-face, telephonic as well as written) to comply with standards of operation instructions and resolve issues.
PC 4.2	Review to ensure that any follow up action to be undertaken on recommendations for customer fully understood, agreed and confirmed in writing, in accordance with organizational procedures

Element	5. Reviewing records and reports on pest management services You must be able to:
PC 5.1	Review the agreement with customer of periodic monitoring plan, which is appropriate to the characteristics and history of activity and elimination methods used on the site and the potential risks of re-infestation
PC 5.2	Ensure that assessment of monitoring data takes full account of supplementary information from the customer and other relevant sources
PC 5.3	Review of complete and accurate monitoring assessment reports, in accordance with organizational procedures

Element	6. Apply Health and Safety measures to eliminate or to mitigate risks before, during and after the treatment You must be able to:
PC 6.1	Comply with the UAE Labor Law and Abu Dhabi Emirate's Occupational Safety and Health System Framework requirements (OSHAD-SF)
PC 6.2	Review, assign and resolve any identified breaches in health, safety, and security policies and procedures to the designated person/authority.
PC 6.3	Ensure the supervisor is competent to manage resources at the workplace and ensure compliance to local legislation including OSHAD-SF.
PC 6.4	Identify hazards at the worksite due to pest infestation and provide preventive control measures to mitigate the hazards / risks.



PC 6.5	Report any hazards that cannot be mitigated or controlled to the relevant person prior to starting work.
PC 6.6	Follow the company's and applicable emergency procedures for accidents or fire incident
PC 6.7	Identify and recommend opportunities for improving health, safety, and security to the premise responsible person.
PC 6.8	Complete relevant health and safety records
PC 6.9	Ensure the correct PPE is available and all workers are trained in the correct use of the PPE.
PC 6.10	Arrange for periodical cholinesterase blood tests conducted for the pest control supervisors and technicians to be aware of potential health effects of organophosphates and arrange for suitable control and follow up measures as applicable and maintain adequate records
PC 6.11	Conduct all work using safe operating practices in accordance with manufacturers' specifications and environmental, legislative, OHSAD and company requirements
PC 6.12	Direct supervisor appropriately to identify hazards and control risks at the work site in accordance with legislative, occupational health and safety (OHSAD), public health and safety and company requirements
PC 6.13	Conduct periodic safety-checks of all equipment and PPEs, and record any maintenance required in accordance with manufacturers' specifications and OHSAD and company requirements through supervisor
PC 6.14	Provide staff training to respond to emergency situations using emergency response procedures in accordance with manufacturers' specifications and environmental, legislative, OHS and company requirements
PC 6.15	Instruct the supervisor to ensure correct disposal of all collected waste in accordance with CWM and EAD regulations as well as federal regulations, OHSAD and company requirements
PC 6.16	Comply with OSHAD Code of Practice 5.0 Occupational Health Screening and Medical Surveillance, which has specific requirements for health surveillance of pesticide operators using organophosphate pesticides; ensure that all pest control supervisors and pest control technicians have undergone the required health surveillance as one of your responsibilities as per OSHAD CoP 5.0
PC 6.17	Comply with the UAE Ministry of Climate Change and Environment Decree (30) of 2016, regarding the banned and restricted use of pesticides in the United Arab Emirates.

Knowledge & Understanding

Health and safety

You need to know, plan and manage:

K1 Current, relevant Health and Safety legislation in particular applicable OSHAD requirements;



K2 Site specific hazards and risks. Emergency response requirements for eye and skin contact, inhalation and ingestion of toxic substances to staff or public;

K3 Hazards presented by pests in relation to disease, structural damage, human reaction, damage and contamination of water, food and environment

K4 Disease or personal injury that can be caused by handling dead rodents and how to minimize them

K5 Relevant license requirements

K6 Identification of pests

K7 Species of pests and predators and their prevalence, identification, biology and behavior

K8 Infestation signs left by target and non-target species including direct sightings, runs, footprints, damage to habitat, dead rodent pest, sounds, smells and droppings in case of rodents control

Site investigation

You need to know, plan and manage:

K9 How to investigate building service systems;

K10 How to investigate underground services systems;

K11 How to carry out a risk assessment;

K12 How to collect data and develop an effective and safe elimination strategy;

K13 How to report findings;

K14 How to undertake a safe survey;

K15 How to question customers effectively;

K16 How to collate data and develop an effective and safe management strategy;

K17 How to show sensitivity to public opinion;

K18 How to complete accurate reports;

K19 Whether a problem is endemic or supply related (imported);

K20 The influence of environmental conditions and importance of hygiene methods and procedures

Treatments for infestation or nuisance

You need to know, plan and manage:

K21 Risk and hazards levels of pesticide formulations, their application methods, advantages and disadvantages;

K22 Equipment to use for the control and application of chemicals;

K23 Certificates and training required before chemicals can be used;

K24 Trapping regime and methods, including selecting suitable location, number and type, securing, pre-baiting, monitoring, maintaining in working order;



- K25The impact of trapping on non-target species
- K26How to handle pesticides, tools and equipment
- K27How to prevent access to treatments by non-target species
- K28How to apply physical methods of control
- K29How to modify different environments to reduce pest numbers
- K30 Reasons for treatment failure
- K31Recording procedures
- K32How to use PPE correctly
- K33 Frequency of site visits
- K34How to safely handle, store, transport equipment and materials
- K35Methods of dispatch and how to approach or handle trapped animals and safe disposal of dead rodents in double layer wastes bags to prevent rotting and scavenging by birds.
- K36How to carry out post inspection checks
- K37How to reinstate installation failures
- K38How to release non-target species
- K39How to handle and use access equipment safely and comply with regulations
- K40When and why to consider adverse weather conditions

Proofing against pests

You need to know, plan and manage:

- K41Target and non-target species behavior, sources of food, harborage and likely access points
- K42Proofing devices and their application
- K43Constraints imposed by activities and processes on sites
- K44How to remove food / water sources
- K45Proofing harborage
- K46How to prevent pest access
- K47Environmental control measures, their effectiveness and application
- K48Building regulations
- K49Control/change habitat

Site reinstatement

You need to know, plan and manage:

- K50Post treatment procedures
- K51Methods of re-instating sites
- K52How to account for returns of materials, tools and equipment
- K53What to do with unused materials
- K54How to advise on cleaning contaminated areas
- K55Where applicable, methods of product storage (pre-processing and finished)



Waste disposal

You need to know, plan and manage:

- K56 Risks of contamination
- K57 Legal requirements for biological and chemical waste
- K58 Safe methods of handling & cleaning
- K59 Environmental friendly disposal of biological and chemical waste
- K60 Safe methods of storing
- K61 Labelling and transporting materials

Monitoring sites

You need to know, plan and manage:

- K62 How to assess risks of pest re-infestation
- K63 How to prepare a monitoring plan
- K64 How to select and place monitoring devices
- K65 Monitoring control methods
- K66 Appropriate frequency of checks
- K67 Record keeping and reporting procedures
- K68 Possible reasons for failure of control methods
- K69 How to adapt control methods to increase effectiveness
- K70 Monitoring methods

Legislation

You need to know and understand:

- K71 Legislation and codes of practice in relation to use of control equipment, tools, traps, snares, chemicals, hazardous substances, the environment and conservation complying with UAE labour law and Abu Dhabi Emirate's OSHAD-SF and UAE Ministry Decree (30) of 2016, modifying Decree (771) of 2014 regarding the ban and restriction of use of pesticides in the United Arab Emirates

Additional Information

Scope/range

1 Verify the situation by means of:

- 1.1 Discussion with supervisor, customer / customer's representative
- 1.2 Visual inspection
- 1.3 Review reports and monitor data



2 Manage to attend the following sites - if necessary:

- 2.1 Domestic
- 2.2 Commercial
- 2.3 Indoors
- 2.4 Outdoors
- 2.5 Rural
- 2.6 Urban

3 Manage to Keep account the following factors, for example:

- 3.1 Food/water sources
- 3.2 Harborage
- 3.3 Hygiene
- 3.4 Adjacent sites
- 3.5 Building and drainage systems
- 3.6 Seasonal variations-ecological factors
- 3.7 Activity patterns of target species
- 3.8 Habitat
- 3.9 Endemic or supply source (from outside)
- 3.10 Specific process knowledge, infestation or location

4 Plan to work within constraints:

- 4.1 Presence of non-target species
- 4.2 Environmental impact
- 4.3 Site factors (e.g. access, manufacturing processes)
- 4.4 Other health and safety factors, for example: resources, weather conditions, public access, topography, other estate activity
- 4.5 Legislation
- 4.6 Public opinion

5 Be aware of potential impacts on:

- 5.1 Health
- 5.2 Legal liability
- 5.3 Consequential loss and damage
- 5.4 Product contamination

6 Communicate with customers:

- (i) Domestic
- (ii) Commercial

7 Manage using suitable treatments:

- 7.1 Deterrents with care



- 7.2 Spraying/fogging or ULV misting
- 7.3 Pesticides and green pesticides
- 7.4 Environmental physical techniques
- 7.5 Spring traps, cage traps and snares
- 7.6 Safe use of gas / other safe alternatives
- 7.9 Live decoy

8 Ensure using suitable equipment:

- 8.1 Equipment for application
- 8.2 Equipment for proofing
- 8.3 Equipment for hygiene
- 8.4 Safety equipment and PPE
- 8.5 Biological-agents
- 8.6 Access equipment
- 8.7 Electronic fly killers
- 8.8 Equipment for environmental control
- 8.9 Traps/nets
- 8.10 Monitoring equipment
- 8.11 Access equipment
- 8.12 Equipment for deterrent devices
- 8.13 Pheromone traps
- 8.14 Crawling insect traps
- 8.15 Taps for flying insects

9 Manage carrying out treatments effectively, for example:

- 9.1 Safely
- 9.2 Humanely
- 9.3 Thoroughly
- 9.4 Systematically
- 9.5 Taking account of the sensitivities of others
- 9.6 In accordance with the site specification legally

10 Ensure using suitable proofing devices, for example:

- 10.1 Kick plates
- 10.2 Fillers / wire wool
- 10.3 Bristle strips
- 10.4 Screens and excluders

11 Take hygiene measures

12 Utilize deterrent devices, for example:

- 12.1 Gels
- 12.2 Spikes



- 12.3 Wires
- 12.4 Netting
- 12.5 Scaring devices (biological, acoustic, visual)

13 Use environmental management measures:

- 13.1 Removing
- 13.2 Habitat control
- 13.3 Exclusion techniques
- 13.4 Deny harborage
- 13.5 Deny access to food

14 Employ physical controls:

- 14.1 Inspecting incoming goods
- 14.2 Quarantine procedures
- 14.3 Inspection procedures of machinery / structure
- 14.4 Physical and mechanical hygiene procedures

15 Take suitable follow-up action, for example:

- 15.1 Hygiene measures
- 15.2 Environmental measures
- 15.3 Treatment measures
- 15.4 Proofing measures
- 15.5 Health and safety review
- 15.6 Monitoring
- 15.7 Biological and chemical waste disposal
- 15.8 Changes to / adaptation of control methods
- 15.9 Changes to monitoring frequency
- 15.10 Improvements to housekeeping
- 15.11 Improve / introduce proofing

16 Prevent potential risks:

- 16.1 Consequential loss and damage
- 16.2 Legal liability
- 16.3 Health
- 16.4 Product contamination

17 Take into account other relevant sources, for example:

- 17.1 Adjacent sites
- 17.2 Similar sites
- 17.3 Similar types of infestation
- 17.4 Commodity type
- 17.5 Pheromone trap records



17.6 Customer complaints

18 Produce a monitoring report (to cover), for example:

18.1 Site details (including history of infestation and current/past control methods)

18.2 Procedures used Integrated Pest Management(IPM) adopted

18.3 Degree, extent, species and probable source of infestation

18.4 Significance of infestation

18.5 Recommendations for follow up actions

18.6 Aspects of findings which may require further investigation

Relevant occupations: Pest Management Practitioners

Key words: Infestation; Review; Treatment; Integrated Pest Management(IPM) practices; Environment; Prevent Assess; Monitor; Waste; Follow-up; Personal Protective Equipment; Material Safety Data Sheet; Label

Other Skills

Writing Skills

➤ *To be competent, the user/individual on the job needs to:*

1. Record and document the all details of repairs and maintenance performed on premises and its surroundings as pests proofing or preventative measures
2. Recommend appropriately for the prevention of pest access and infestation as per the Integrated Pest Management approaches and standards.
3. Write in at least one language (local or international)
4. Maintain and preserve all services provided documents for customer satisfaction and supports especially on surveys, treatment, recommendations and agreements.

Reading Skills

➤ *To be competent, the user/individual on the job needs to:*

1. Review and evaluate pests, pesticides technical specifications and standard operation procedures and practices
2. Know rules and understand agreement procedures and communications for the customer services and business documents for the value of professional ethics.
3. Analytical knowledge of the Material Safety Data Sheets(MSDS) and its interpretations for technical briefing and safe use of pesticides for the team operation
4. Read, clarify and communicate any innovative scientific information and data interpretation to enhance professional technical enhancement

Listening and Speaking Skills

➤ *To be competent, the user/individual on the job needs to:*

1. Clearly communicate to the customer needs and workplace management information and ideas with colleagues (verbal and non- verbal).



2. Communicate with colleagues and customers to handle verbal enquiries, such as clarifying business documentations and resource management.
3. Communicate to the customer about quality services and policies through service coordinator / supervisor on work orders as per contract terms and conditions during the work for the customer satisfaction.

References

References: Public Health pest control professionals source

National Occupational Standard: [Prepare and apply pesticides;](http://www.ukstandards.org.uk/PublishedNos/LANACP81.pdf)
www.ukstandards.org.uk/PublishedNos/LANACP81.pdf

National Occupational Standard: [Manage pests;](http://www.ukstandards.org.uk/PublishedNos/ASTPC05.pdf)
www.ukstandards.org.uk/PublishedNos/ASTPC05.pdf

National Occupational Standard: [Control pests;](http://www.ukstandards.org.uk/PublishedNos/ASTPES5.pdf)
www.ukstandards.org.uk/PublishedNos/ASTPES5.pdf

National Occupational Standard: [Assess a site](http://www.ukstandards.org.uk/PublishedNos/ASTPES5.pdf)
www.ukstandards.org.uk/PublishedNos/ASTPES5.pdf

National Occupational Standard: [Minimise risk to health, safety and the environment](http://www.ukstandards.org.uk/PublishedNos/ASTPES3.pdf)
www.ukstandards.org.uk/PublishedNos/ASTPES3.pdf

National Occupational Standard: [Carry out routine care and monitor the health and welfare...](http://www.ukstandards.org.uk/PublishedNos/LANEq203.pdf)
www.ukstandards.org.uk/PublishedNos/LANEq203.pdf

National Occupational Standard: [Monitor pest control activities;](http://www.ukstandards.org.uk/PublishedNos/ASTPES8.pdf)
www.ukstandards.org.uk/PublishedNos/ASTPES8.pdf

National Occupational Standard: [Advise customers on services and estimate resources and...](http://www.ukstandards.org.uk/PublishedNos/ASTPC10.pdf)
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