

**Godfrey Group Facilities Ltd /
Grwp Godfrey Cyfleusterau Cyf**



**Bed Bug Policy
2024**

Godfrey Group Facilities Ltd / Grwp Godfrey Cyfleusterau Cyf – About us

Godfrey Group Facilities is an industry leader, offering unparalleled cleaning services to holiday parks, schools, offices, housing associations, popular venues and shopping centres, as well as building and maintenance services to housing associations, estates and private properties.

We provide efficiency, reliability and professionalism across all services. We apply innovative technology ensuring nothing gets side-lined, and progress is reported electronically. We deliver fairness and equality, a passion for the Welsh Language and Culture, respect for ideas and bespoke training for each employee, to the specifications of our sites.

Introduction

As part of our Housekeeping Service for Holiday Parks, Hotels and Holiday Lets, we train our staff to identify and report Health and Safety issues so that our clients can act swiftly to take corrective action. This means that customers always check-in to clean and well-maintained accommodation, and complaints are avoided.

Bed bugs, in many cases, are a challenging, difficult to control pest. Early identification is key in ensuring that an infestation is treated by the appropriate pest controller so that the problem is not carried to other areas of the site.

Overview



Bed bugs are tiny insects that hide where people sleep and feed on their blood.

What are bed bugs?

[Bed bugs](#) (*Cimex lectularius*) are tiny insects that bite people and animals to get blood for food. They are parasites, meaning they need human hosts to supply them with food. Most bites happen while a person is asleep.

What do bed bugs look like?

Bed bugs are flat, brown or reddish-brown insects with six legs. Adult bed bugs are about the size of an apple seed (5-7 mm). Young bed bugs are white-to-yellow in colour or appear translucent if they haven't been fed. Bed bug eggs are very small, about the size of a pinhead, and are a pearly white colour. If an egg is more than five days old, it's marked with a black dot on a white egg. A female bed bug lays 200 to 500 eggs during its lifetime, so even a few bed bugs in your home can quickly turn into an infestation.

Where do bed bugs live?

Bed bugs are found in all types of locations, from five-star hotels to homes and apartments, dormitories and shelters. They're found in buses and trains and ships. Bed bugs are found in all corners of the globe.

Usually, bed bugs live within eight feet of where you sleep and are mostly active at night.

During the day, bed bugs hide in the areas in and around your bed including:

- Along the seams of your mattress.
- In your box spring, bed frame and headboard.
- Between and along the seams of cushions of bedroom chairs or couches.
- In the joints of drawers of bedroom furniture.
- In any cracks, crevices or folds of objects in your bedroom or near your bed.
- Along corners of walls, inside the edges of loose wallpaper and around electrical outlets.

On average, bed bugs live from six to 24 months. Bed bugs usually feed every three to seven days but can survive several months to a year without feeding.

How do we know if there are bed bugs in a unit that we are cleaning?

Signs of an infestation include:

- A sweet, musty odour.
- Reddish or rust-coloured stains on bed sheets or nearby objects. This is what bed bugs excrete after eating, essential bed bug poop.
- Bed bug exoskeletons (the skeleton they shed after moulting).
- Live bed bugs in the folds of bedsheets and mattresses.

Bed bugs move slower than other small bugs, so pay attention to the speed of the bug you find to help with identification.

Policy statement

Godfrey Group will ensure:

- Our housekeeping staff have access to this policy.
- Our Housekeeping staff are trained on proactive checks, inspection and importance of reporting and investigating signs of activity.

- Signs of Bed Bug activity are identified and reported to management staff immediately and recorded on the RFID
- Our housekeeping staff understand the need to avoid cross contamination where they suspect that there may be bed bugs

Responsibilities

- Regional Operations Managers – To ensure that all Housekeeping Managers have had relevant training
- Housekeeping Managers – To ensure that all staff have had sight of the policy and have received the relevant training. Ensure that any suspected infestation is reported to the management staff immediately and that steps are in place to avoid cross contamination. To liaise with Site Managers to ensure that all staff follow the clients procedural steps and arrangements
- Cleaners – to check for signs of bed bugs and report immediately
- Checkers – to check beds for signs of bed bugs when checking cleans

Procedural steps & arrangements:

Godfrey Group understand that it is the responsibility of the client to manage any infestation of bed bugs.

Godfrey Group staff will follow the clients procedures for dealing with a infestation of bed bugs. We will ensure that our staff are made aware of any areas/units that are being treated by Pest Control.

Other reference resources

[BPCA Code of Best Practice for Bed Bug Management and Control V1 December 2020.pdf](#)

[Welcome to the Bed Bug Foundation! - Bed Bug Foundation](#)[Bed Bug Foundation | Home of the European Code of Practice for Bed Bug Management](#)