2102: Termiting Baiting Protocols

Section: Sentricon Administration

Subject: Termiting Baiting Protocols

Approved by: Eddie Faircloth

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Policy Owner:

Policy

1. Objective

   Massey Services, Inc. is in the business of providing termite protection for our customers homes and property. As part of our termite control program Massey provides one of the finest guarantees in the Industry. This guarantee however is really not what the customer is buying. They have chosen to do business with Massey Services, Inc. because they trust us to stop the termites from damaging their homes and to prevent any future damages from occurring. The newest technology in termite control is a comprehensive process of termite baiting using the Dow Agrosciences Sentricon Colony Elimination System. As part of our Termite Control Program we will offer this system to our customers as an option to traditional termite control methods. This service is a viable alternative to traditional methods of treatment, which include drilling through the foundations and flooring of the customer's homes.

   It is extremely important that we sell Massey Services, Inc. and not the Sentricon Colony Elimination System. It is our intent to differentiate our baiting program from that of other pest control firms with which we compete. To do that we have incorporated a comprehensive protocol for the installation and monitoring of the baiting program that will set us apart from the competition and will ensure that the goal of controlling existing infestations and preventing future damage is achieved.

2. Staffing

   Service centers will have one full time baiting technician for every 600,000 lineal feet of annual monitoring production. Each technician will be expected to service 10 to 12 accounts per day based upon the average lineal footage of a home being between 220 and 240 lineal feet. Each service center will have a minimum of one trained baiting technician to perform monthly monitoring regardless of the amount of monitoring lineal footage. This technician may also be a pest prevention technician or lawn specialist. Regardless of the situation, all baiting technicians must be certified by Massey and Dow Agrosciences to perform the work. Staffing for baiting will be based upon the following guidelines:

   1. Installation based upon 880 lineal feet per day.
   2. Monitoring based upon 2,520 lineal feet per day.

3. Route Organization
   1. By use of the Service Center grid map(s), locate each termite customer by address and assign the appropriate grid coordinate.

      Customer's in rural areas can be assigned grids by using the zipcode, instead of a specific grid #. Use this procedure only if there is not an available grid map for these areas.
   2. All new termite business sold must have a grid assignment to maintain the current gridding system. This grid assignment (#) should be written at the top of the service order above the customer's name.
   3. Once all accounts are assigned a location grid, the service manager will organize routes by day. Each day will be assigned based upon the minimum production requirement of 2,520 lineal feet per day. Keep in mind this is based upon 10 to 12 accounts. Large commercial buildings or apartments may allow for more lineal footage per day to be inspected.

4. Scheduling of New Sales
   1. At the time of sale, the Sales Inspector and/or Technician will call the office from the customer's property and talk with the Service Manager or Customer Service Specialist and schedule the start day and time and enter it into the start log. At that time the Inspector will be given the route number and service day options to confirm with the customer.
   2. The Sales Inspector and/or Technician will review each agreement with the General Manager for approval before placing the service copy, start sheet and typed invoice in the start log. All

service copies must be in the start log by 4 p.m. of the preceding day of scheduled service.

3. Once approved the General Manager will forward the Service Agreement to the Customer Service Specialist to be entered into the computer.

5. Baiting Installation Process
    1. At the Service Center:
        1. Review the accounts scheduled for the day. Look for:
            1. Location of the property
            2. Linear footage of each account
            3. Which structure to treat if there is more than one structure on the property
            4. Special instructions (i.e. spot treatment, core drilling, etc.)
        2. Assemble enough stations for each account based on installing one station every eight feet (more stations can be assembled at the site if needed).
           Be sure not to contaminate any of the station parts. Keep parts away from chemicals. Wash your hands if you have been handling chemicals.
        3. Scan the barcode and number each station in sequential order (Ex.1-30) for each account to be serviced.
        4. Store the scanned and numbered stations in a bin. (Important-keep the stations for each account separate)
        5. Download the information in the scanner into the computer then download the accounts back into the scanner. This will create a backup in case the information in the scanner is lost during the day (dead battery, dropped scanner, etc.)
    2. At the Site
        1. Greet the customer.
        2. Never under any circumstances should a Technician begin working in or around a customer's home before attempting to make them aware of your arrival for service.
        3. Explain how, where and what you will be doing
            1. Inquire about the location of buried cables and water lines

2. Ask if it will be acceptable to mark some stations with wire flags
3. Explain the inside treating that will be done

4. Measure the structure using a measuring wheel. Verify the lineal footage is the same as noted on the sales graph. While measuring the structure, mark a chalk spot every eight(8) feet with a marking stick where a monitoring station will be installed.
   ***Placement of the monitoring stations is critical to the success of the program!
5. The stations must be placed no more than eight (8) feet apart and installed in areas that are most likely to be found by foraging termites. Place additional statements where there is an existing food source or a likely area for termite activity.
   Some good locations for additional stations:
   - Mulch beds
   - Next to landscape timbers
   - On both sides of an a/c unit
   - The edge of a walkway
   - Near a roof drain downspout
   - Next to a stump
   - Shady areas
   - By root systems that are dying
   - Next to wood piles
   - Areas of known infestation
   - Next to fences
   - Next to decks
   - Landscape areas inside pool enclosures

     Some areas to avoid:
   - Low areas where water stands or puddles
   - Directly in the flow of a roof drain downspout
   - Right next to a sprinkler (if the water puddles)

- Areas that might have been chemically treated (liquid termite treatments, residual surface sprays, etc.). If you are not sure if the house has had a liquid termite treatment then place stations more than two feet from the foundation.
- Hot sunny areas
- If there are no gutters on the structure, Do Not place stations where the water coming off the roof will flood the stations
- Areas where there is heavy pedestrian traffic
- Areas where the stations may be damaged by a lawn mower.
  ***Every situation is unique. You must develop a placement strategy for each individual structure. Remember; place stations for maximum effectiveness. Do not merely install stations eight feet apart!

6. Perform inside "spot" treatment(s) at area(s) of existing infestations (i.e. dry foam walls, Bio-Blast, wet foaming under slab, wood treatments)
   1. Install access panels to view all bath traps
   2. Treat the bath trap and tub plumbing if possible. Treat with liquid and wet foam.
      Install any necessary Sentricon AG stations (see AG station protocol)

7. Perform outside treatment:
   1. Treat at area(s) of existing infestations (i.e., hollow block voids, behind brick veneer and inside expansion joints).
   2. Do not trench and treat soil areas along the exterior foundation walls.
      Perform all spot treatments into walls, under slabs, into voids or around plumbing.
      All liquid and foam treatments are only to be done with authorized materials.

8. Placement of Bait Stations
   1. Wash your hands to avoid contaminating stations. Bringing the bin filled with assembled stations with you, place a station at each marked chalk spot. Start to the immediate right of the front door and work in a counter clockwise direction. Place the stations in a sequential order (ex.1-30) on the marked chalk spots. Assemble, number and scan any additional stations needed. Place these stations at the marked location. If more than one

structure is being treated, you must lay out the main structure first then each additional structure

2. Starting with station number one, drill a hole on the marked spot and install a monitoring station.

   Continue in order until all stations are installed.

   Important - Use caution when drilling into the ground. There may be plumbing, electrical, irrigation, and cable lines buried under the ground. A probing rod can assist you in locating these lines.

9. After installation, accurately record the placement of all the stations on the Prolinks graph. Note any landscapes on the graph that will help locate the stations on future visits (i.e. stumps, planters, trees, fences, a/c units, etc.). Use wire flags in heavy vegetation or mulch areas (obtain the customer's permission first).
10. Inspect for conditions conducive and note the conditions on the Prolinks graph. Compare your findings with the Sales graph to assure the customer has been notified of all conditions conducive.
11. Clean the site. Sweep any soil off porches or sidewalks. Rake back any disturbed mulch. Smooth the soil around the stations.
12. Complete the Termite Baiting Start Sheet (do not review with the customer or have the customer sign this sheet. Bring it back to the office with you and give it to your manager at check-in.)
13. Complete the invoice.
14. Review with the customer:
    1. What work was performed
    2. What was found
    3. What they can expect on the first monitoring visit and future visits
    4. Conditions conducive that need to be addressed
    5. Things they should or should not do (i.e. call if they are going to add mulch or resod, do not tamper with the stations, etc.)

6. Obtain customer signature on the invoice
7. Collect any balance due

6. The Monitoring Process
    1. At the Service Center:
        1. Download customers to be monitored to a fully charged scanner
        2. Print necessary paperwork
            1. Prolinks graph
            2. Site/Station list
        3. Make 1 additional copy of the Prolinks graph to be left with the customer
        4. Organize all stops according to grid
        5. Make any necessary courtesy telephone calls (i.e. locked gate, inside stations, etc.)
    2. At the Site:
        1. Greet the customer
        2. Never under any circumstances should a Technician begin working in or around a customer's home before attempting to make them aware of your arrival for service.
        3. Explain why you are there and what you will be doing
        4. Inspect and service the inside AG stations first (see AG monitoring protocol)
        5. Starting with station #1 and working counter clockwise check each station. Use a 5-gallon bucket with a bucket buddy to hold your supplies. You will need:
            1. Monitoring devices
            2. SYP Monitoring devices (Replacement wood more resistant to moisture)
            3. Spare top caps, soil covers and extractors
            4. Bait tube devices
            5. Water bottle with clean water
            6. Needle nose pliers
            7. Top cap key

8. Fully charged scanner
9. Small whisk broom or paint brush
10. Ant bait
11. B&G Perimeter patrol stations

6. Use the site list to keep updated of the progress of each station and to help you make effective decisions at each station.
7. Remove the top cap and scan the barcode.
8. Remove the monitoring device and visually inspect for termite activity.
9. If the station is inactive with no evidence of termite activity - Replace the top cap and proceed to the next station.
10. If the station is inactive, but the monitoring devices show evidence of termite activity - enter Hit w/o termites in scanner. [(S)tatus then Hit w/o termites].
11. If the station is active - remove the monitoring devices and collect termites in the collection tray.
    Important - never let the collection tray get hot. Keep out of sunlight. Do not place on hot ground!
12. If less than 40 termites are present, return termites and monitoring devices to the station. Enter Hit w/ termites in scanner. [(S)tatus then Hit w/ termites].
13. If there are more than 40 termites present, scan the bait tube device then prepare the bait tube device by moistening Recruit II matrix with approximately 2 ounces of clean water. Allow the water to soak in (Make sure the bait shows in the top slots of the tube. Turn it upside down to coat if necessary). Gently place termites from the collection tray into recruitment chamber and remove protective yellow covering from the bait tube device. Place the bait tube in the station. Recap and add 2 auxiliary stations within 12 inches of the original station. If the monitoring devices from the original (baited) stations are not consumed, place the used monitoring devices in the auxiliary stations. Use one device in each of the two auxiliary stations. Scan the bar codes for the auxiliary stations and enter as new stations. Note the new stations on the site graph.
    Important - nicotine can kill termites and alarm the colony. Smokers should us latex gloves

when handling termites while baiting.

14. If the station is baited, check the quantity and status of the bait remaining in the bait tube device. If the bait is 2/3 consumed or moldy, and termites are present, the bait tube should be replaced. Attempt to recruit termites from the old bait tube into the new bait tube. Scan the new bait tube barcode and place it in the station. If the bait is not being replaced then enter in the scanner: [F4 then (L)eft then enter the amount of bait remaining in the bait tube.]
15. If there is no activity in the bait tube and the bait matrix is not moldy or degraded, enter Bait w/o termites in the scanner [(S)tatus then Inactive]. Bait should be left in the station for one more monitoring period before it is removed and placed with a monitoring device (consult the Station list to determine the history of the station). When replacing bait with monitoring devices, enter [(M)ode then choose Monitor].

3. Colony elimination
4. If there has been significant bait consumption over time at site (at least two months), followed by no activity in any station at the site for two consecutive monitoring visits, the termite colony may have been eliminated. If this is the case, all bait tube devices should be replaced with monitoring devices and auxiliary stations removed and the site marked as eliminated. Enter "colony elimination" and the date in the Sentricon computer.
5. Problem Situations

   If there is a problem at a station, then scan the bar code and enter [F1 then (P)roblem and choose the problem at the station]

   - Ants: Remove the station and install a new station. Use a B&G perimeter patrol device to bait for ants in the near vicinity. Note the location of the new Sentricon station and the ant baiting device on the graph. Enter into the scanner [F1 then (P)roblem then choose ants].
   - Too Wet: If there is standing water in the station, remove the bait station and drill the hole deeper to allow water to drain beneath the unit. Enter into the scanner [F1 then (P)roblem and choose flood]. In many cases you may need to move the station to a dryer location. When moving stations be sure to update the new location on the graph
   - Termites not feeding on bait: In some cases recruited termites abandon bait for unknown reasons. It may be a case of contaminated bait or improper handling of the termites during

the recruitment procedure. Remove the bait tube device and install new monitoring devices. Enter into the scanner [F1 then (P)roblem then choose Not Feeding].

- Monitoring devices become moldy or degraded: In many cases you find the wooden monitoring devices in a white mat of fungus or black from mold. Termites do not readily feed on wood in this condition. Remove the affected wood and replace with moisture resistant SYP monitoring devices. Enter into the scanner [F1 then (P)roblem then choose mold].

  Important Note: Whenever you are checking stations, installing or replacing bait tubes, you must take care not to be too disruptive to the feeding termites. Be gentle. Do not allow the station to turn in the ground when removing the top cap. Carefully remove monitoring devices and bait tubes from the stations. Be very careful when moving termites from a monitoring device to the collection tray and back into the bait tube. Termites may abandon the bait if disturbed too much.

6. After monitoring is complete
   - Update the Prolinks graph as to what activities have been performed. As you move around the structure record all conditions conducive on the graph.

7. Clean the site
   - Pick up all trash. Bring used monitoring devices and bait tubes back to the service center. Leave the site looking better than when you arrived.

8. Complete all paperwork
   1. Complete all sections of the invoice
   2. Update the customer's copy of the graph as to what activities have been performed and any conditions conducive that need to be addressed by the customer

9. Communicate with the customer
   1. Using the customer's graph, review what work was done and what was found.
   2. Leave the graph with the customer so they can follow the progress of the baiting program.
   3. Review the invoice with the customer. Discuss any conditions conducive that need to be corrected.

4. Inform the customer when the next visit will be.
5. Answer any questions or concerns they may have.
6. Obtain the customer's signature on the invoice
7. Collect any necessary payments.
8. If the customer is not home, attach the customer's graph to the invoice and leave in a door-hanger.

7. Recruit AG, the above ground treatment

   Above ground Sentricon stations (Recruit AG) are utilized when there is access to the subterranean termite colony above ground. This device can be used instead of liquid residual treatments to treat live infestations inside a home. The customer must be made aware of the potential for damage to some surfaces do to the method of installation. Massey Services will not be responsible for damages to wall or flooring surfaces due to the installation of the Recruit AG stations.

   1. Recruit AG Installation Protocol
      1. Remove breakout points that will cover infestation
      2. Scan the barcode
      3. Moisten the bait matrix and sponges
      4. Place the AG station directly over the evidence
      5. Small holes can be drilled through the drywall into the wood members that have termite activity (use a cordless drill with a small wood bit). Then mount the station on the drywall.
      6. If placing on mud tubes, break open the mud tube where it will be covered by the AG station. Try not to block the ends of the mud tube. Take termites from the mud tube and place them into the AG station.
      7. Install with screws, liquid nail or adhesive caulk
      8. Seal all gaps to keep air and insects from entering the station
      9. Avoid using caulk or adhesive with the warning "irritating to eyes and skin" because it may repel termites

10. Note the location of the station on the graph

    ***Important - Avoid being too disruptive to the termite activity as possible. Alerted termites may abandon the site.

2. Recruit AG Monitoring Protocol
    1. Unscrew the cover and scan the barcode.
    2. Inspect the station. If there are active termites and the bait is 1/2- 1/3 gone, stack a supplemental station on top of the original station. Scan the barcode, moisten the matrix, snap into place and screw together.
    3. Important - only stack a maximum of two supplemental stations. Never reuse an AG station.
    4. If the AG station is inactive and dry, remoisten and leave in place. Check the seal.
    5. If all the bait is gone then add a supplemental station.

8. Trouble Shooting

    In some cases you may find situations that keep us from being successful in controlling termites with the baiting program. The following are some troubleshooting tips to help you be more productive.

    1. If there are roots growing into and around the station: Use a clean-out auger to remove the roots. If the problem persists then move the station to another location.
    2. If the station is damaged- Replace the station.
    3. Fine soil is jamming the station: Wrap the station with a paper towel and reinstall
    4. It's difficult to slide the key into the top cap slot: Use a whisk broom or paint brush to clean soil and debris out of the slot and replace the top cap if the problem persists. Be sure to scan the barcode on the new cap
    5. Can not find a station: Use the graph to help find the approximate location. Use a probing rod every 2"-3" until the station is found. Once found mark the foundation or sidewalk with the approximate location for easy location in the future.
    6. Concrete-covered areas (i.e., driveways, patios, parking areas, etc.). On residential properties, concrete can be core drilled and stations installed. If stations can not be placed within 20'-25' from the foundation or if soil surrounds less than 60% of the home contact your local Dow Representative.

7. No activity after three months on an account that had an active infestation at the initial installation you should Involve your manager.

9. Daily Technician Check-in Procedure
    1. As part of the daily management of technicians, the Service Manager will perform a brief review of each technician's daily performance. This check-in process will occur at the end of the day after the technician has finished all of their paperwork. This process will ensure that technicians are performing both a quality service as well as the required minimum amount of daily productivity.
    2. This check-in process will also give the manager time to coach and train the employee on any issues that they may have encountered throughout the course of the day's work. The technician will need to bring the Daily Production Report Summary with all invoice and blue sheets, the updated Prolinks graph, station list and all completed start sheets.
    3. Review Daily Production Report Summary
        1. Confirm the hours worked. Does the information reflect the appropriate time spent working in the field, office or lunch breaks?
        2. Verify completed work versus assigned work. If there is a discrepancy, determine what caused the failure to complete the assigned work.
        3. Verify the Materials used are appropriate for the work performed.
        4. Reconcile the monies collected match the actual receipts.
    4. Review the invoices
        1. Notations of conditions conducive
        2. Status of activity in the "Service Section" of the report
        3. Recording of bait usage
        4. Comments; recommendations, and customer communication
        5. Customer signatures
        6. Collections
    5. The Termite Baiting Start Sheet
        1. Actual lineal footage versus the Sales Inspector's measurement

2. Number of stations used
3. Comments

6. Inspect the updated Prolinks graph
    1. Are placements of new stations notated?
    2. Are there notations of ant relocation of existing stations?
    3. Are there notations of any removal of stations upon colony elimination?
    4. Are there notations made as to change of station baiting status?
    5. Are there any notes, comments, and observations documented on the graph?

7. Review the uploaded Prolinks Station List
    1. Were notes made about additions, deletions and activity status?
    2. Were all stations scanned?

8. After reviewing all of the paperwork the Service Manager should collect any used bait tubes, monitoring devices etc., that were replaced during the day. Determine if the amount of returned material is consistent with the information that was reviewed on the paperwork.
9. Troubleshooting (Action to be taken)
    1. 90 days after installation a Manager will visit the site with the Technician if:
        1. The account has never been baited and the account had an active infestation at the time of installation.

    2. 180 days after installation a Manager will visit the site with the local Dow Representative if:
        1. The account has never been baited and the account had an active infestation at the time of installation.

10. Quality Assurance
    1. Corporate Quality Assurance Department
        1. As part of Massey's quality assurance effort, we will be periodically inspecting random baiting sites for compliance with Dow Agrosciences authorized operator program. These inspections will be in addition to periodic quality assurance review (QAR) audits performed

by the Director of Quality Assurance and/or the Termite Training & Technical Director.

2. Service Center Quality Assurance
    1. The service manager will be required to perform a minimum of four random inspections per month to determine the level of program compliance.
        1. The Manager will bring a copy of the sales graph, a copy of the latest Prolinks graph and a copy of the latest Site List. At the site the Manager will:
            1. Remove the top caps and check all the stations on the site
            2. Verify the graph is updated correctly
            3. Check the spacing of the stations
            4. Check the location of the stations
            5. Verify the lineal footage
            6. Verify that all conditions conducive have been addressed
            7. Verify that all protocols are being followed
            8. If there are any compliance issues discovered during the inspections the Service Manager must schedule a follow up truck ride with the
            9. Baiting Technician to correct any issues found to be a problem.

11. Cancellation Procedures

    In some cases there will be a need to cancel a customers monitoring agreement due to non-payment or due to the request of the consumer. When this is the case all of the components of the Sentricon system must be returned to our inventory for reuse on future accounts. A cancellation request for a Sentricon account will be handled slightly different than a normal cancel due to the need to go out and repossess the system components.

    1. Handle an incoming request for cancellation with a strong sense of urgency. All requests for cancellation must be responded to the same day received.
    2. The service center management staff must do everything possible to convince the customer to continue service. All issues that cause dissatisfaction must be resolved to ensure our customers continued good will and satisfaction.

3. When a cancellation is determined to be unresolvable, the components of the Sentricon system must be physically removed and returned to our inventory.
4. Inform the customer that we will send a representative to their home to remove the components of the system. We should make every attempt to schedule the appointment when the manager decides that the customer cancellation cannot be resolved.
5. At the site remove all stations from the ground and make every effort to fill in the holes left by the stations. Regrade the mulch or soil to provide a neat and clean location.
6. Walk the entire property and be sure that all areas are left neat and clean once we are through.

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