



## PEST PREVENTION PROGRAM CUSTOMER PROTOCOLS

### Multi-Family LEED Compliant Pest Prevention Program

Many aspects of the Massey Services Pest Prevention Program are consistent with the expectations of LEED, organic and green programs. The emphasis that these programs put on inspection, trapping, removal, and exclusion are major points of focus in all of our pest prevention service programs. The differences appear in the selection and use of pest prevention materials used to impact existing populations or prevent future activity. As a general rule synthetic materials are not acceptable Integrated Pest Management tools in organic or green programs. In cases where US Green Building Council LEED (Leadership In Energy Efficient Design or NOP(USDA National Organic Program) approved methods have failed to protect the occupants and building it is important that the program scope of service allow limited conventional synthetic materials to be used. The documentation of these exceptions must include the need and justification for the use of synthetic materials and be approved by the customer or their representative in advance of the application. There may be occupant notification requirements to be fulfilled prior to providing the service with traditional materials. The service goal for the technician is to use the least amount of the least toxic material necessary to provide the desired result.



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Technicians providing LEED compliant, organic or green services are to be equipped as follows:

#### **Inspection**

- a) Flash Light
- b) Inspection Tools
  - a. small spatula
  - b. mirror
  - c. screwdrivers
  - d. pliers

#### **Removal - Population Reduction**

- a) Vacuum (Euroclean Hip Vac)
- b) PrevenTech/Massey Insect Detection Traps - IDT
- c) Insect and mouse adhesive traps
- d) Food scent & pheromone attractants

#### **Exclusion**

- a) White latex caulk and caulk gun
- b) ¼ inch hardware cloth
- c) screen material
- d) staple gun & adhesive

#### **Material Application Tools & Equipment**

- a) Bait gun or syringe plunger, bait tube extensions
- b) Hand duster - Pro Blow or Centro Bulb.
- c) Compressed air sprayer
- d) Protecta bait stations
- e) Back Pack compressed air sprayer



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### Approved Pest Prevention Materials

The approved materials list is updated based on criteria originally established by City of San Francisco with evaluations done by the Pesticide Research Institute. PRI continues to evaluate pest management materials and where appropriate Massey Services utilizes materials ranked as tier 3 (least toxic) by PRI.

### Illuminated Light Traps

- a) Exterior Entry Points
- b) Interior critical control points
- c) Fly Magnet Fly Traps (Exterior)

### Rodent Prevention Materials

- a) T-Rex & Snap Traps
- b) Repeating Mouse Traps
- c) Rodent Glue Trap
- d) Protecta Rodent Bait Stations
- e) Vitamin D<sub>3</sub> rodenticide



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### Service Protocols

The service procedures are intended to first impact the pest population present at the time of service and then influence the environment through trapping, exclusion and/or baiting to impact pest populations. A thorough inspection followed by a detailed service will establish a level of influence that will assure performance of our pest prevention program and customer satisfaction.

#### Service Procedures:

- 1) Service Overview
  - a. Boundary - establish service time and frequency. Frequency of rodent services should be at least monthly and will be impacted by the level of rodent activity and proximity to the structure. Crawling insect populations discovered during scheduled inspections will be addressed through the application of PRI Tier 3 granular baits.
  - b. Perimeter - establish service time and frequency. Frequency of rodent services should be at least monthly and will be impacted by the level of rodent activity. Crawling insect populations discovered during inspections will be addressed through structural exclusionary services and the application of PRI Tier 3 contact insecticides and granular baits.
  - c. Interior - establish service time and frequency. Frequency of services should be customized to the needs of each site based on the level of pest pressure and history of activity. Crawling insect populations will be addressed through trapping, exclusion and the application of PRI Tier 3 certified contact insecticides, granular baits or gel baits as appropriate.



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#### 2) Interior inspection & applications.

##### a. Kitchen

- i. Inspect walls, floors, seal cracks & crevices with caulk including where plumbing and utility lines exit walls.
- ii. Inspect void spaces of counters and equipment, seal cracks & crevices with caulk.
- iii. Place dated IDT's where they can be concealed under and behind equipment, cabinets and pantries. Use food or pheromone attractants as appropriate.
- iv. As required apply liquid knock down material as crack & crevice and/or spot applications as a contact application to areas with insect pest activity.
- v. As appropriate apply German cockroach baits into, under and behind equipment, cabinets and storage counters.

##### b. Bath Rooms

- i. Inspect walls and floors, seal cracks & crevices with caulk.
- ii. Inspect void spaces of counters, seal cracks & crevices with caulk.
- iii. As appropriate apply German cockroach baits into, under and behind equipment, cabinets and storage counters.
- iv. As required apply liquid knock down material as crack & crevice and/or spot applications as a contact application to areas with insect pest activity.
- v. Place IDT's where they can be concealed inside voids of equipment, conveyors, and storage counters. Use food or pheromone attractants as appropriate.

##### c. Living Areas & Bed Rooms

- i. Inspect wall and floors seal cracks & crevices with caulk.



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- ii. When insect pest activity is present apply liquid contact control materials specifically to those sites as spot or crack & crevice applications.
- 3) Building Exterior
- i. Seek out cracks & crevices in structure to be dusted and sealed. Note large openings on the service report for the customer to close.
  - ii. As pest pressure requires apply granular baits according to label directions to the exterior of the structure and up to 10 feet away from the foundation.
  - iii. As pest pressure requires apply granular bait products as spot applications away from the structure into plant bed areas and around trash cans, light posts, and signage.
  - iv. As pest pressure requires apply liquid knock down materials to the dumpster and dumpster pad. Install fly traps stations.
  - v. When rodent pressure is evident place secure rodent monitoring stations inside the dumpster corral area and every 50 feet of the building perimeter. Add rodent equipment around the structure and implement use of active rodent baits as required by rodent activity.

Complete the Customer Service Report detailing actions taken, materials used and structural or landscape issues that will contribute to insect or rodent pest activity. Meet with the location management or contact to review service results and required customer actions.