

Chapter 3 - Slips, Trips, and Falls

An overwhelming number of accidents causing injury and lost time from work are due to slips, trips, and falls. During your normal work day, you are more likely to trip or fall when you are in the field working away from the Service Center. You can injure yourself:

- Just walking around a customer's home
- While treating or inspecting inside, outside, under, or in the attic of a building
- When getting in or out of your vehicle
- Walking to the front door of a home
- Going up or down stairs

Most slip and fall prevention is basic and obvious, but worth reviewing!

Falls are often weather related. Ice and rain can make some surfaces treacherous, especially if the surface is oily to start with. Be very cautious of walking on surfaces with green and black algae stains. These surfaces can be as slippery as walking on ice. Take extra precautions when walking around a property that has just been irrigated. Walking on wet grass, pavement, leaves, and other surfaces can be very slippery.

Many injuries occur in a customer's yard from technicians stepping in holes, tripping on stumps or debris, or bumping into objects like low branches or hose holders attached to the wall.

It sounds simple, but slow down and....

Watch Where You Are Walking!

When working indoors, falls can occur in poorly lit areas like basements or garages. Always use a bright flashlight when inspecting or treating in areas with low light. Be careful working around stored items that you may bump into or trip over.

Be careful working in areas like commercial kitchens, laundry rooms, and boiler rooms. These areas can have wet surfaces from condensation or liquid spills. Garages, machine shops, and storerooms can have spilled oil or grease that can create a very slippery surface.

Use caution when inspecting or working in an attic. Always stay on the ceiling joists. If there are boards or decking spanning the joists creating a walking path, **DO NOT** assume that they are firmly and securely in place! Always test the stability of the walking surface before putting your full weight on it. Do not bring too many items into the attic with you. Always keep at least one hand free to steady yourself on the wood members.

Chapter 3 - Slips, Trips, and Falls

Extreme care must be taken when working in high areas. Be aware of the dangers around you. Wires, branches, and moisture can create hazards that can cause a fall.

Safety Tips to Prevent Slips, Trips, and Falls

- Carry a bright flashlight when working in poorly lit areas.
- Wear skid-resistant shoes or boots.
- Move slowly and carefully in unfamiliar areas.
- Use extreme caution when surfaces are wet.
- Pick up tools and equipment that are not in use.
- Keep electrical cords and hoses away from walkways.
- When carrying equipment, balance the load and watch where you step.
- Do not carry loads that block your vision.
- Keep your hands on stair rails and ladders.
- Walk, do not run, and watch where you are going!
- Do not rush up or down stairs.
- Be careful on ice.
- Clean up spills immediately.

Protecting Yourself in a Fall

How you fall and hit the ground determines the extent of your injury. If you find yourself falling, throw away anything in your hands. Forget the value of the tool, or whatever you are carrying, and protect yourself. Toss it away so that you do not fall on it and it does not fall on you. Turn and roll. Do not land on your back or head; try to land rolling on the large muscles of your thigh, buttocks, or upper back. As you hit the ground, try to slap the ground. Slapping the ground with your palm and inner forearm spreads impact. Relax after hitting the ground. You are more likely to roll and not crack your head, or an elbow or knee.

Kudzu Bug *Megacopta cribraria* (Heteroptera: Plataspidae)

Introduction

Megacopta cribraria is commonly called the kudzu bug, bean plataspid, lablab bug and the globular stink bug. It was first discovered in northeast Georgia in October 2009, following reports from homeowners of large aggregations of the insect on residential structures. Onsite inspections by University of Georgia personnel revealed large populations of the insect in nearby kudzu stands. *M. cribraria* had not been previously reported in the Western Hemisphere, in fact this is the first member of the family Plataspidae reported in the United States.

In its native range, kudzu is a preferred host plant, but *M. cribraria* also feeds on numerous economically important legume (bean) crops including soybeans, of which it is considered a serious pest. *M. cribraria* feeds by piercing stems, petioles and leaves of the host plants with its needle-like mouthparts to extract plant juices. There is also a concern that this pest could become a pest in Georgia's peanut crop, which is worth approximately \$2 billion a year.

Kudzu is an exotic invasive vine that was imported from Asia more than 100 years ago. The vine is commonly found through the southeastern United States and is characterized by dense mats of vines and roots. Although originally introduced as a forage crop and to help control erosion, the plant quickly outcompetes native vegetation and grows unimpeded throughout most of its range. *M. cribraria* feeding has been shown to reduce kudzu biomass in the field by more than 30 percent.

Description

M. cribraria adults are light brown to olive green in color with numerous dark brown speckles. The adults range from 4-6 mm in length and are rounded to slightly oblong in shape. Adults possess an enlarged scutellum that is widest posteriorly and broadly truncate. Like all true bugs, they have piercing sucking mouthparts. Similar to stink bugs, *M. cribraria* produces a mildly offensive odor when handled or disturbed.



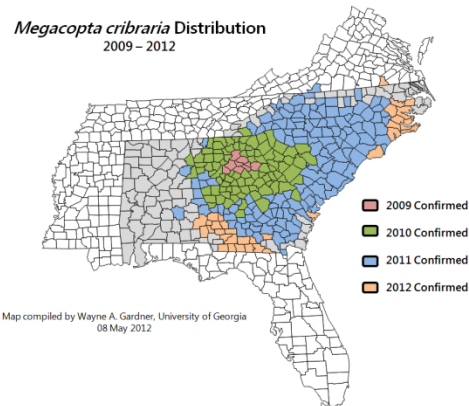
M. cribraria can be distinguished from related insects in the United States by having two segmented tarsi, and enlarged scutellum (a triangular plate on the dorsal side of the thorax, usually where the wings attach) that is widest at the posterior margin and relatively truncate posteriorly. Other members of the North American Pentatomoidea exhibiting enlarged scutelli include the Scutelleridae, Thyreocoridae, Pentatomidae: Asopinae and Podopinae. These groups have three segmented tarsi and a more narrowly rounded scutellum posteriorly compared to *M. cribraria*.



Distribution

A native of Asia, *Megacopta* spp. have been reported from Australia, China, India, Indonesia, Japan, Korea, Macao, Malaysia, Myanmar, New Caledonia, Pakistan, Sri Lanka, Taiwan, Thailand and Vietnam. Currently, *M. cribraria* is established throughout Georgia and South Carolina, much of North Carolina, eastern Alabama and at least one county in southwestern Virginia. Details about when and where this insect was introduced to the United States are unknown, although it is noted that since the first report of *M. cribraria* in 2009, its spread throughout the southeastern states has been rapid.

Adult *M. cribraria* are active strong fliers and fly readily when disturbed, which may account for the rapid dispersal of this pest. The distribution of *M. cribraria* is not limited to the distribution of kudzu plants due to the pest's ability to complete its life cycle on alternate hosts such as soybean, so expansion beyond the southeastern United States can be reasonably expected.



Biology

Overwintering adults lay small (<1 mm length) barrel shaped eggs on new vine growth of kudzu plants from mid April to early May. Freshly laid eggs are white, but soon develop an off white or pinkish color. The operculum (the hatch through which nymphs emerge from the eggs) is surrounded by short spine like projections. Eggs are typically laid in groups of two or three parallel rows. On average, each mass contains approximately 15 eggs.

M. cribraria exhibits an unusual behavior related to the symbiotic bacteria in its gut. Before laying eggs the female deposits particles of the gut microorganisms, which the first instar nymphs eat upon hatching. Nymphs that did not receive this inoculation of symbiotic gut bacteria exhibit slower growth, smaller body sizes and higher levels of mortality.

M. cribraria undergoes five nymphal instars and two generations each year, with egg laying activity peaking in spring and early summer. (In its native range, *M. cribraria* is reported to have two or three generations per year.) In the southeastern United States, adult kudzu bugs overwinter near kudzu patches and soybean fields, in plant debris, behind tree bark and in nearby structures.





Pest Status

Similar to other overwintering pests like brown marmorated stink bugs and multicolored Asian ladybeetle, kudzu bugs are attracted in large numbers to structures and may be observed aggregating on the south facing sides of buildings in the autumn. These aggregations can become quite large, with thousands of bugs alighting on building surfaces, which often prompts calls to pest management professionals. USDA Forest Service Research performed in Georgia indicates that light colored traps are more effective at capturing kudzu bugs in the field. However, it is not clear if kudzu bugs prefer light colored

houses over darker houses as overwintering sites. As cooler weather approaches, kudzu bugs seek out protected harborages on structures (as well as other locations) to overwinter. On warm days throughout the winter months and as temperatures warm in the spring overwintering adults become active and may enter living spaces in structures in an attempt to return outside. The large populations and invasive behavior of these insects make them an important emerging nuisance pest.

IPM Measures

Kudzu bugs can be managed with the use of a vacuum to remove large aggregations of invading bugs. Bags from vacuums should be disposed of outside to prevent bugs from escaping and reinfesting the structure. Mechanical exclusion, although labor intensive, is often the best method for keeping overwintering pests from entering a structure. Seal cracks and crevices around windows and door trim, and repair or install vent screening in soffits or gables. Exclusion is best performed in the late spring or summer. Late fall or winter exclusion efforts can seal pests inside the structure, causing them to emerge into living spaces.

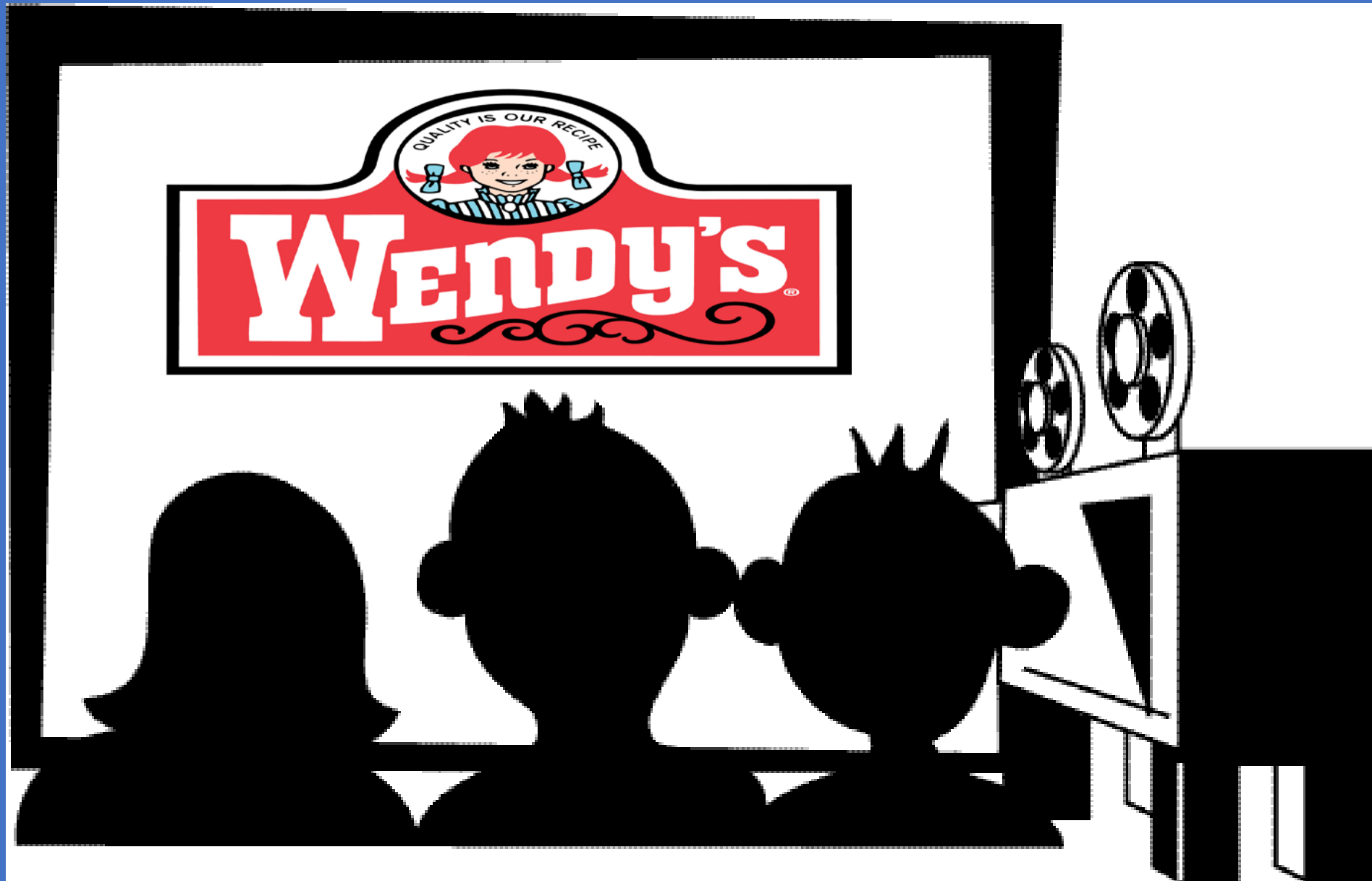
Inside the structure, seal around windows, doors, baseboards, exhaust fans, ceiling lights and other potential entry points with caulk or other suitable sealant to keep bugs from entering the living spaces. It should be noted that although applications to void spaces will control overwintering kudzu bugs inside walls, secondary infestations of carpet beetles, feeding on the dead bugs may occur and become a nuisance.

Exterior applications of insecticides can be made according to label instructions. Focus efforts on the likely entry points including around windows and doors, under soffits and eaves and beneath siding. Since kudzu bugs migrate from host plants to overwintering sites over multiple weeks, it may be difficult to time treatments to coincide with the arrival of overwintering bugs. Since extremely large populations of kudzu bugs can develop in nearby kudzu stands, sustained control is difficult unless the host plants can be eliminated.

References

- Eger, J.E., L.M. Ames, D.R. Suiter, T.M. Jenkins, D.A. Rider and S.E. Halbert. 2010. Occurrence of the Old World Bug *Megacopta cribraria* (Fabricus) (Heteroptera: Plataspidae) in Georgia: a serious home invader and potential legume pest. *Insecta Mundi* 0212: 1-11.
- Horn, S. and J.L. Hanula. 2010. Influence of Trap Color on Collection of the recently-Introduced Bean Plataspid, *Megacopta cribraria* (Hemiptera: Plataspidae). *Journal of Entomological Science* 45: 85-87.
- Suiter, D.R., L.M. Ames, J.E. Eger and W.A. Gardner. 2010. *Megacopta cribraria* as a Nuisance Pest. UGA-CAES Extension Circular No. 991.
- Suiter, D.R., J.E. Eger, W.A. Gardner, R.C. Kemerait, J.N. All, P.M. Roberts, J.K. Greene, L.M. Ames, G.D. Buntin, T.M. Jenkins and G.K. Douce. 2010. Discovery and Distribution of *Megacopta cribraria* (Hemiptera: Heteroptera: Plataspidae) in Northeast Georgia. *Journal of Integrated Pest Management* 1: 1-4.
- Zhang, Y., J.L. Hanula and Scott Horn. 2012. The Biology and Preliminary Host Range of *Megacopta cribraria* (Heteroptera: Plataspidae) and Its Impact on Kudzu Growth. *Environmental Entomology* 41: 40-50.





Interior Service

Upon arrival, our first check in with Manager

- Professional & Polite
- Sightings?
- Any concerns?

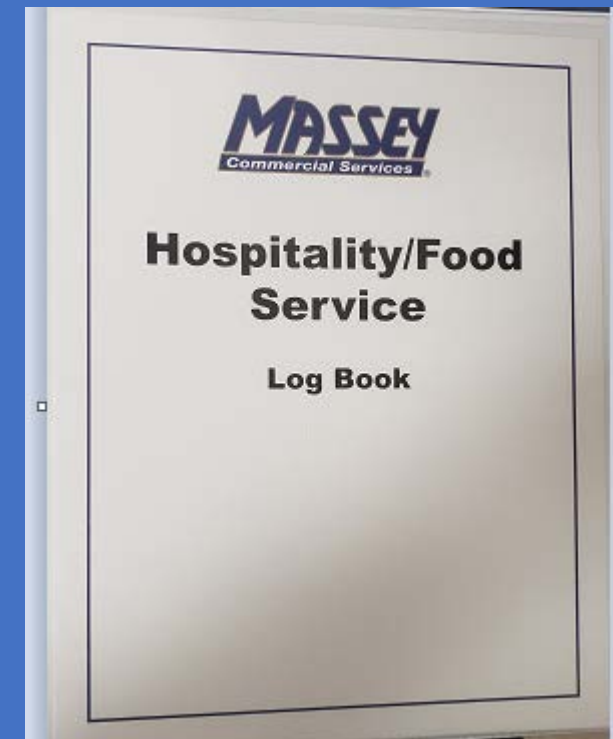




Interior Service

A logbook will be supplied to each store and maintained by the service technician. It will include:

- Scope of Service
- All applicable licenses
- Equipment Graph
- Emergency Contact Information



Interior Service

Service Report:

- Must have 12 months in logbook in chronological order
- Detail pesticides used, where applied and target pest
- Insect and rodent activity, structural and sanitation conditions with recommendations will be included
- Must be reviewed with management
- If there is activity, a red “Critical” sticker should be placed on report and escalation started

A red circular sticker with white text.

Critical
Contact Your
supervisor
Immediately

Interior Service

Equipment Map

- Must be in Log Book

MASSEY
Preventech Commercial Services

INSPECTION GRAPH MG: NAME.

CUSTOMER NAME WENDY'S # SAMPLE

CUSTOMER ADDRESS _____ CITY _____ STATE _____ ZIP _____

PHONE _____ EXT. _____ INSPECTED BY ROSE EMAIL _____

CONDITIONS conducive to pest success	ANTS	ROACHES	FLYING INSECTS	RODENTS
1. ☒ Excess water / Standing water / Water leaks	☐ Carpenter = CA	☐ American = AR	☐ Houseflies = HF	☐ Norway Rat = NR
2. ☒ Sanitation deficiencies / Food debris present	☐ Pharaoh = PA	☐ Australian = AL	☐ Fruit Flies = FF	☐ Roof Rat = RR
3. ☐ Storage practices concerns	☐ Ghost = GA	☐ Asian = AS	☐ Drain Flies = DF	☐ House Mouse = MS
4. ☐ Building/Structural concerns	☐ Crazy = CZ	☐ German = GR	☐ Phorb Flies = PF	☐ OTHER
5. ☐ Lighting concerns	☐ Big Headed = BH	☐ Surinam = SJ	☐ Bees = BE	☐ Millipede = ML
6. ☐	☐ Fire = FA	☐ FL Wasps = WR	☐ Wasps = WP	☐ Br. Widow Spider = BW
	☐ Korb = KA	☐ Cuban = CU		☐ Br. Recluse Spider = BS
	☐ Argentine = RA			
	☐ White-Footed = WF			

Scale Used: 1 sq. = _____ Sq. Ft.

AVENUES of entry into & movement within structure:

1. ☒ Ornamental plants touching structure

2. ☐ Caulking, sealing, screening required

3. ☐ Air Doors absent or non-functional

4. ☐ Windows/Doors left open

5. ☐ Weatherstrips, thresholds, doorsweep(s) need attention

6. ☐ Structural deficiencies observed

7. ☐

SOURCES of pest breeding or living:

1. ☒ Dumpster area(s) need attention

2. ☒ Floor Drains need attention

3. ☐ Beverage tap area(s) need attention

4. ☐ Sanitation deficiencies / Food debris present

5. ☐ Debris outside

6. ☐

ADDITIONAL NOTES / RECOMMENDATIONS LIGHT WORMS OR HOT? / ROENT STATIONS?
STANDING WATER BY ICE MAKER - FORD SERVICE UNDER COOK LINE.
PLANTS TOUCHING THE BANISTER IN RIGHT BACK CORNER. DRAINAGE NEED CHANGING.
ROSE ALBAION

DATE _____ PREVENTECH REPRESENTATIVE _____ CUSTOMER SIGNATURE _____

MS-019 12/00 Expect More . . . and Get It!

White - SERVICE CENTER COPY Yellow - CUSTOMER COPY Pink - SERVICE DEPARTMENT COPY



Interior Service

There must be 18 Inspection Points and are as follows:

<u>Boundary:</u>	1. Parking Lot	2. Dumpster Rodent Station
	3. Dumpster	
<u>Interior:</u>	4. BOH	5. BOH ILT
	6. BOH Suspended Ceiling	7. Drive Thru
	8. Front Counter	9. Dining Room/Booths/Tables
	10. Drink Station	11. FOH Suspended Ceiling
	12. FOH ILT	13. Logbook
	14. Review with Manager	
<u>Perimeter:</u>	15. Receiving	16. Drive Thru
	17. Store Front	18. Perimeter Rodent Station

Interior Service

FOH Inspect:

ILT

Booths/Tables

Drink Station

Dining Room

Suspended Ceiling

BOH Inspect:

ILT

Drive Thru

BOH

Suspended Ceiling

Front Counter



Interior Service

FOH Inspect:

ILT

Booths/Tables

Drink Station

Dining Room

Suspended Ceiling



Interior Service

BOH Inspect:

ILT

Drive Thru

BOH

Suspended Ceiling

Front Counter



Interior Service

Ensure all Conducive Conditions, Avenues of Entry, Sanitation and Structural issues are documented on an inspection point with location details added. Example: IP 4 BOH – broken tile by back door.



We must follow the current M & S Material Rotation – this is issued monthly. If you have not seen it yet, please ask your manager to see it and explain it to you.

[illegible][illegible]



Interior Service



COCKROACH TREATMENT – The cockroach program is a proactive gel baiting program. All baits should be applied in a discreet fashion with no visible signs of build-up. NO roach bait shall be applied directly above and/or paper goods storage areas for utensils, pots, pans, etc. Bait will not be applied above the bottom shelf on prep tables and storage racks. No bait will be applied on or near the menu board or in customer view on the rear counter of the front service line. It includes the removal of old bait prior to application of new bait.



Interior Service

COMMERCIAL



Activity Found:

Any cockroach activity, live or dead, should be reported to the store management for immediate removal and cleaning of the area. Intensive Cleanout service may be initiated in two stages (an initial cleanout and follow up treatment 7 -10 days later) for heavy roach activity and includes the use of residual pesticides which requires preparation on the restaurant's part. Once a successful cleanout and follow up treatment process is complete, the technician will revert back to the standard bait program.



Cockroach Monitoring:

- Placement cannot be visible to employees or guests
- Purpose: Monitors are an early warning system – instead of waiting for a roach to be seen, monitors will pick up evidence of roaches in advance of getting to the point where roaches are out of their hiding spots and out in the open. This will allow faster identification of the issue, better and expanded treatment options and quicker resolution of the pest activity.
- Type of Roach Monitor and Placement: It is essential that the roach monitors are placed only in approved locations. These monitors do not contain any pesticides. Only enclosed roach monitors can be used and have been approved by Wendy's QA.



Cockroach Monitoring:

- Service of Roach Monitors: The roach monitors will be inspected on every service visit. Service technician will identify and record what species of insects were present and in what numbers. Data will be entered using hand held equipment in the appropriate area / zone / location found. Roach monitors will be cleaned, and new glue boards installed if any insects are captured in the roach monitors.
- Roach Monitor Tracking: Roach monitors placement within the restaurant will be documented on the equipment map in the pest vendor log book. All cockroach monitoring devices will be numbered, barcoded and documented so each device is tracked and accounted for on each service visit.
- Approved roach monitors: One example of an approved enclosed roach monitor is the EZ Roach Monitor.



Cockroach Monitoring:

- Cockroach Monitor Locations:
- Front Service Counter / PUW
- Drink station nearest window or front sink area
- Close to the wet area
- Front, menu-board wall
- Frosty dispenser, behind Lemonade dispenser
- Central location along wall
- Sandwich Line Front
- Central location – underneath equipment at side panel area
- Power Soak Area
- Wall behind sink or under splash-guard
- Water Heater Area/Room

Interior Service

Activity Found:

1. Pest Control company notifies District Manager, FAD/DAO, DVP and QA of any signs of roach or rodent activity.
2. The FAD will contact the District Manager to offer support.



Interior Service

Activity Found:

3. The pest control company meets with the DM/DAO (or designee) at the restaurant level to discuss:

- **Level of activity**
- **Associated structural and/or sanitation deficiencies**
- **Treatment strategy**
- **Plan of action**



Interior Service

Other Treatments:

Additional strategies may include contact residuals, Boric Acid and Insect Growth Regulators, etc. but must be applied in the same method and areas as the bait
IDTs will NOT be used





Interior Service



Rodent Treatment:

- BOH and suspended ceiling will be inspected
- Activity (droppings and nesting material) will be noted on service report. Removal of droppings is Wendy's responsibility

Mass Trapping:

- Minimum of 100 traps (combination glue boards and snap traps)
- Placed after restaurant is closed and staff has left



Interior Service



Mass Trapping:

- Placed floor level and in ceiling
- Placed so they can not be seen from exterior windows or doors
- Must coordinate with management to remove the traps each morning, at least 30 minutes before the first crewmember arrives
- Continue until no activity for 3 consecutive days, then weekly until no activity for three consecutive weeks



Interior Service

Large Flies:

- Must have two Gilbert 2000GT Flying Venus units
- Mounted approximately 6 feet from floor to top of trap
- Must not be mounted above food prep or storage areas
- Bulbs replaced annually – glue boards monthly
- Note on service report – structural, sanitation or air flow deficiencies that may interfere with fly control.



Interior Service



Small Flies:

- Technician will inspect and identify breeding source(s)
- Communicate directly with management to address sanitation and/or structural deficiencies





Exterior Service

Rodent Treatment:

- Inspect for activity, burrows and entry points
- Locked station will be maintained on dumpster pad
- One decorative (rock, circuit or vent style) bait station near or around the building. More may be needed depending on activity
- All stations will be locked and contain date/product cards



Exterior Service

Other insects:

- Residual applications (barrier treatments) should be made following our material rotation and methods of application to the exterior surfaces where ants and other occasional invaders may tend to enter the facility



Exterior Service

Flies:

- Residual pesticides will be applied where flies congregate – dumpster, wipe downs over entry doors, drive thru, trash cans
- Fly Bait in the dumpster





Service Report

The service report will detail:

- **Pesticides used**
- **Where Pesticides were applied**
- **Target Pests**
- **Insect and Rodent Activity**
- **Structural and Sanitation Conditions**
- **Recommendations**

Must be reviewed with manager on duty at time of completion



Service Report

Service Performed

Areas of Concern

Inspection Points

Materials Applied

Target Pests
& Where

PEST PREVENTION SERVICE REPORT

Massey Services JB1946
3210 Clay Ave Ste D, Orlando FL 32804
Phone: 407-894-8807
WeCare@masseyservices.com
Comm Pest Prevention

Account# 7989452
The Wendys Company
4505 Woodland Corp Blvd
Suite 100
Tampa, FL 33614-
(813) 371-3360

Location # 7989452_35
Wendys #10655
5115 W Colonial Dr
Orlando, FL 32808-7603

Service Date: 05/11/2018
Order Number: 32075353
Time In: 06:46 AM
Time Out: 07:36 AM
Customer Signature: *M. Steen*
Steen
Pest Prevention Technician
Gregory Gonzales Jr.
PCID # *88*

General Comments / Instructions
Inspected and treated kitchen, dining room, storage, restrooms, and exterior perimeter for the prevention of rodents and crawling insects. During inspection found grease build up on floor and wall under grills and grease baths that may attract pests and act as food source, recommend cleaning under area to remove grease build up. Also found excess moisture under counter next to Coca Cola freestyle machine that may attract pests and act as water source, recommend finding source of leak and getting leak fixed.
Thank you for choosing Massey Services!

Device Inspection Summary:

Device Type	# Inspected	Inspected w/Activity	# Skipped	# Damaged	# Inaccessible	# Replaced
PERISP-Perimeter Inspection	3 of 3 (100%)	0 of 3 (0%)	0	0	0	0
Exterior Inspection	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Interior Inspection Point	9 of 9 (100%)	0 of 9 (0%)	0	0	0	0
PERRS-Perimeter Rodent Station	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Exterior Rodent Bait Station	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Illuminated Light Trap	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Total:	18 of 18 (100%)	0 of 18 (0%)	0	0	0	0

Areas of Concern (Conditions, Avenues and Sources Identified as Potential Pest Activity):
-Excess moisture/Standing water/Water Leaks
-Sanitation deficiencies/Food debris present
-Dry out area to prevent pest buildup
-Please see technician comments

Treatments Applied to Control/Prevent Pests:

Materials	EPA #	Active %	Quantity	Target Pests	Location	Application Method
Advion Ant Gel	100-1498	0.05 %	18 oz	Ant	Windows/Doors	Gel Bait Placement
InVade Bio Cleaner	73029-20	2.15 %	8 oz	Roach - German	Floor Drains	Liquid Spot Treat
InVid Gold Roach Gel					3 Compartment Sink, Drink/Coffee Station, Kitchen-Hot Prep Line	Gel Bait Placement
Niban FG Bait	54-105-2	5 %	6 oz	Ant, Roach - American	Storage Room/Area	Granular Spot Treat
Phantom oz	241-392	5 %	28 oz	Ant, Roach - American, Roach - German	3 Compartment Sink, Dining Room, Drink/Coffee Station, Front Counter, Kitchen, Office Area, Public Rest Rooms, Storage Room/Area	Crack and Crevice
DeltaGard G	432-836	0.1 %	2 lbs	Ant, Roach - American, Roach - German	Perimeter soil	Broadcast Granular
Tempo Ultra WP.05%	432-1304	0.05 %	26 oz	House Fly	Exterior, Windows/Doors	Liquid Spot Treat
Tempo Ultra WP.05%	432-1304	0.05 %	38 oz	House Fly	Dumpster	Liquid Spot Treat
Generation Blocks	7173-218	0.0025 %	2 ea	Rodent		Bait Placement

- 1 -

Service Report

**Must be reviewed with
Manager on duty**





Pictures

WENDY'S GUIDELINES FOR TAKING PEST ELIMINATION VENDOR PICTURES

Who will be allowed to take pictures: The Approved Pest Elimination Vendor's Service technician, Service Manager, DM, Region Manager, and National Account & QA Teams.

What type of equipment will be used to take pictures: Only Approved Pest Vendor equipment (I-Phones or Hand-Held equipment). No personal equipment will be used.

Why are pictures taken: To show structural or sanitation deficiencies, current pest issues, pest harborage and other conducive conditions.

Who will have access to the Wendy's pictures: The Approved Pest Elimination Vendor's Service technician, Service Manager, DM, Region Manager, and National Account & QA Teams.



Pictures

WENDY'S GUIDELINES FOR TAKING PEST ELIMINATION VENDOR PICTURES

The pest elimination vendors will not share any pictures taken at Wendy's restaurants with anyone other than the approved Wendy's group: Wendy's Franchise Owner / Operator, Wendy's QA Team, FMD, FMC, DVP, DAO.

Wendy's logos / trademarks or vendor names cannot be taken in any pictures: Examples such as Wendy's signage, Wendy's Logo's, names of vendors on equipment, menu boards / preorder boards and other identified Wendy's logoed items.

Once pictures have been transferred to Wendys leadership (bullet point #5), all pictures are to be held by the Approved Pest Elimination Vendor in safe and secure locations and protected as Wendy's Confidential Information.

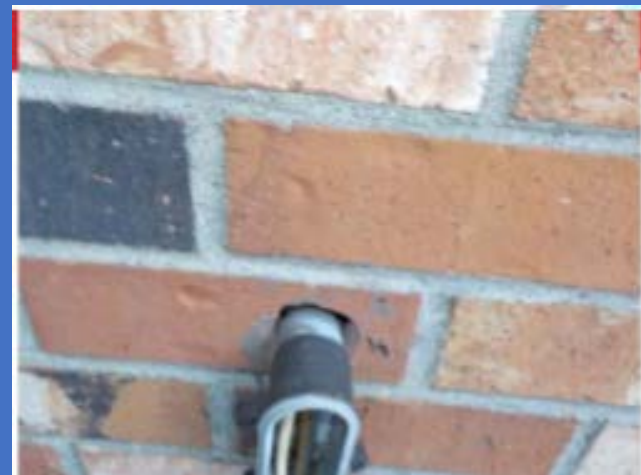
Approved Pest Elimination Vendor will contact franchisee or operator and gain approval to take pictures.

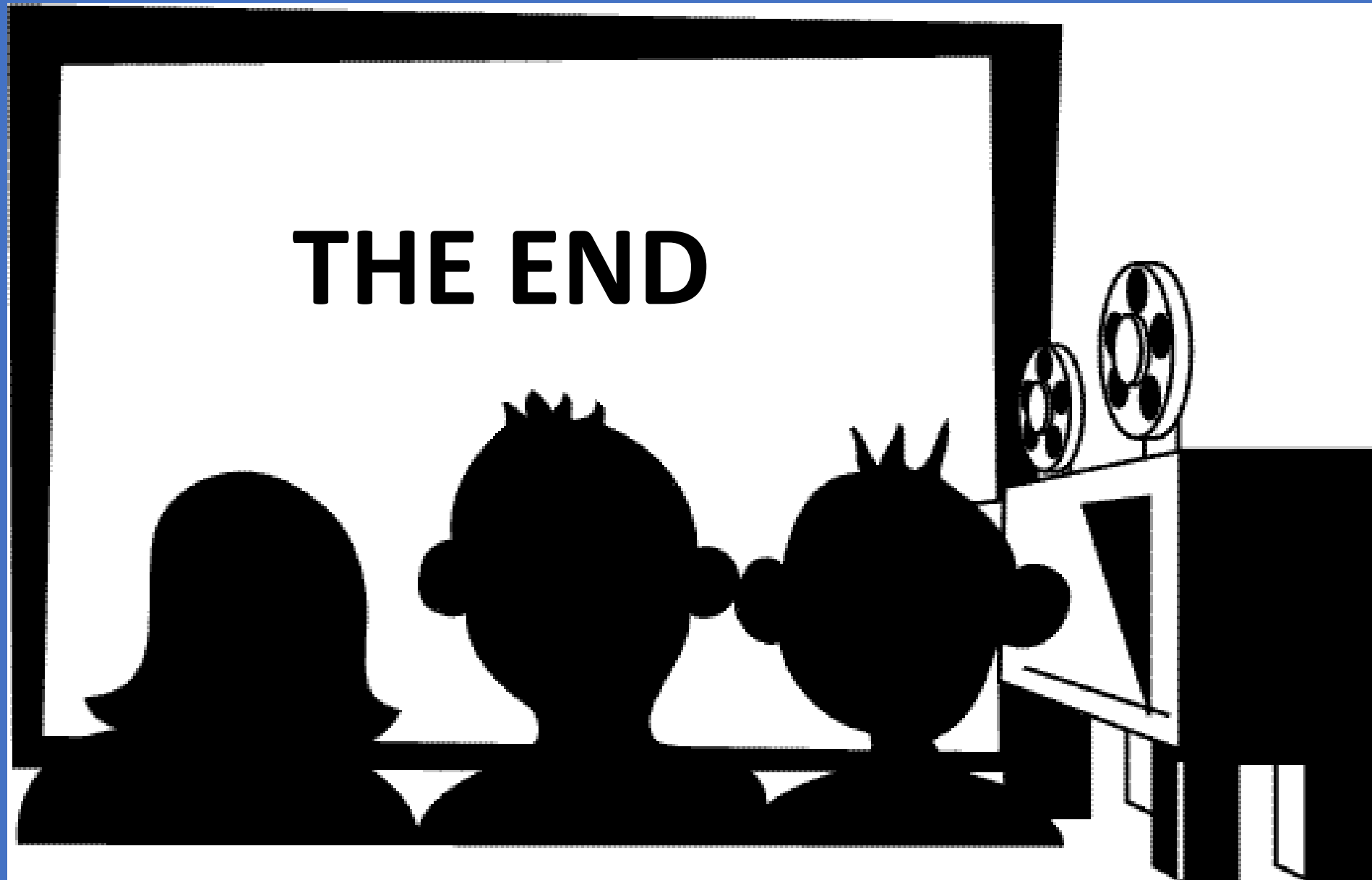
Pictures

Pictures that do NOT meet guidelines



Pictures that do meet guidelines:





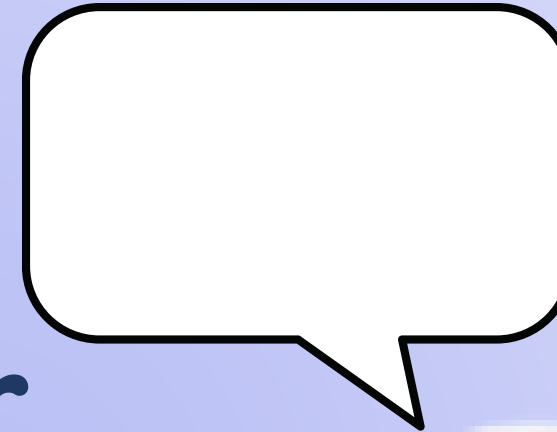




CHECK-IN



- Meet with the Manager
- Professional & Polite
- Sightings/Where?
- Any other concerns?



LOGBOOK

A logbook is supplied at each store and maintained by the Service Technician.

What's inside:

- Scope of Service
- Service Reports
- All applicable licenses
- Equipment Graph
- Emergency Contact Information
- Roll of Critical stickers




LOGBOOK

Service Report:

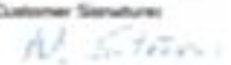
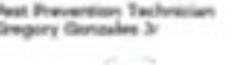
- Must have 12 months in logbook in chronological order
- Detail pesticides used, where products were applied and target pest
- Insect and rodent activity, structural and sanitation conditions with recommendations must be included
- **Must be reviewed with management**

Massey Services 381946
3210 Clay Ave Ste D, Orlando FL 32804
Phone: 407-894-8807
WeCare@masseyservices.com
Green Pest Prevention

Account# 7989452
The Wendys Company
4505 Woodland Corp Blvd
Suite 100
Tampa, FL 33614-
(813) 371-2360

**CRITICAL
SANITATION OR
STRUCTURAL
ISSUE**
MASSEY
Commercial Services
MS-206

Location: 4505-10452_35
Wendys #10655
5115 W Colonial Dr
Orlando, FL 32808-7603

PEST PREVENTION SERVICE REPORT
Service Date: 05/11/2018
Order Number: 32875353
Time In: 06:46 AM
Time Out: 07:36 AM
Customer Signature: 
Technician: 
Pest Prevention Technician
Gregory Gonzalez Jr.
PCD # 

General Comments / Instructions
Inspected and treated kitchen, dining room, storage, restrooms, and exterior perimeter for the prevention of rodents and crawling insects. During inspection found grease build up on floor and wall under grills and grease baths that may attract pests and act as food source, recommend cleaning under area to remove grease build up. Also found excess moisture under counter next to Coca Cola freestyle machine that may attract pests and act as water source, recommend finding source of leak and getting leak fixed.
Thank you for choosing Massey Services!

Device Inspection Summary:

Device Type	# Inspected	Inspected activity	# Stopped	# Damaged	# Inaccessible	# Replaced
PERMIP-Perimeter Inspection	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Exterior Inspection	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Interior Inspection Point	9 of 9 (100%)	0 of 9 (0%)	0	0	0	0
PERMIP-Perimeter Rodent	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Station						
Exterior Rodent Bait Station	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Illuminated Light Trap	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Total:	18 of 18 (100%)	0 of 18 (0%)	0	0	0	0

Areas of Concern (Conditions, Aesthetics and Sources Identified as Potential Pest Activity):
Excess moisture/standing water/Water Leaks
Sanitation deficiencies/Food debris present
Dry out area to prevent pest buildup
Please see technician comments

Treatments Applied to Control/Prevent Pests:

Materials	EPA #	Active %	Quantity	Target Pests	Location	Application Method
Adoran Ant Gel	550-1485	0.05 %	8 oz	Ant	Windows/Closets	Gel Bait Placement
Invisio Bio Cleaner			16 oz		Floor Drains	Liquid Spill Treat
Invisio Gold Roach Gel	73079-10	2.15 %	8 gns	Roach - German	3 Compartment Sink, Dish/Coffee Station, Kitchen Hot Prep Line	Gel Bait Placement
Niten PG Bait	64405-2	5 %	8 oz	Ant, Roach - American	Storage Room/Ware	Granular Spot Treat
Phantom az	243-262	5 %	20 oz	Ant, Roach - American, Roach - German	3 Compartment Sink, Dining Room, Dish/Coffee Station, Front Counter, Kitchen, Office Area, Public Rest Rooms, Storage Room/Ware	Crack and Crevice
Delatellid G	432-636	0.1 %	2 lbs	Ant, Roach - American, Roach - German	Perimeter soil	Broadcast Granular
Tempo Ultra WP 0.05%	432-1304	0.05 %	20 oz	House Fly	Exterior, Windows/Closets	Liquid Spot Treat
Tempo Ultra WP 0.05%	432-1304	0.05 %	20 oz	House Fly	Dumpster	Liquid Spot Treat
Generation Blocks	7173-218	0.0025 %	2 ea	Rodent		Bait Placement

- 3 -

LOGBOOK

- If there is activity, a “**RED CRITICAL STICKER**” should be placed on report and escalation started
- These stickers can be ordered through Thumbprint



MS-356

COMMERCIAL
WENDYS CRITICAL
LABEL



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**CRITICAL
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Thank you for choosing Massey Services!

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Device Type	# Inspected	Inspected activity	# Stopped	# Damaged	# Inaccessible	# Replaced
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Exterior Inspection	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Interior Inspection Point	9 of 9 (100%)	0 of 9 (0%)	0	0	0	0
PERM-Perimeter Rodent	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Station						
Exterior Rodent Bait Station	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Illuminated Light Trap	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Total:	18 of 18 (100%)	0 of 18 (0%)	0	0	0	0

Areas of Concern (Conditions, Aesthetics and Sources Identified as Potential Pest Activity):
-Excess moisture/standing water/Water Leaks -Dry out area to prevent pest buildup
-Sanitation deficiencies/Food debris present -Please see technician comments

Treatments Applied to Control/Prevent Pests:

Materials	EPA #	Active %	Quantity	Target Pests	Location	Application Method
Adoran Ant Gel	580-1485	0.05 %	8 oz	Ant	Windows/Closets	Gel Bait Placement
Invisio Bio Cleaner			18 oz		Floor Drains	Liquid Spot Treat
Invisio Gold Roach Gel	73079-10	2.15 %	8 gns	Roach - German	3 Compartment Sink, Drink/Coffee Station, Kitchen Hot Prep Line	Gel Bait Placement
Niten PG Bait	64485-2	5 %	8 oz	Ant, Roach - American	Storage Room/Ware	Granular Spot Treat
Phantom az	243-262	5 %	28 oz	Ant, Roach - American, Roach - German	3 Compartment Sink, Dining Room, Drink/Coffee Station, Front Counter, Kitchen, Office Area, Public Rest Rooms, Storage Room/Ware	Crack and Crevice
Delatellid G	432-636	0.1 %	2 lbs	Ant, Roach - American, Roach - German	Perimeter wall	Broadcast Granular
Tempro Ultra WP 02%	432-1304	0.05 %	28 oz	House Fly	Exterior, Windows/Closets	Liquid Spot Treat
Tempro Ultra WP 02%	432-1304	0.05 %	28 oz	House Fly	Dumpster	Liquid Spot Treat
Generation Blocks	7173-218	0.0025 %	2 ea	Rodent		Bait Placement

- 1 -

LOGBOOK

Equipment Map

- Must be in Logbook
 - Rodent Stations
 - Fly Lights
 - Monitors

MASSEY
Preventech Commercial Services

INSPECTION GRAPH MG: NAME.

CUSTOMER NAME WENDY'S # SAMPLE
CITY _____ STATE _____ ZIP _____
PHONE _____ EXT. _____ INSPECTED BY ROSE EMAIL _____

CONDITIONS conducive to pest success:	ANTS	ROACHES	FLYING INSECTS	RODENTS
1. ☒ Excess water / Standing water / Water leaks	☐ Carpenter	☐ American	☐ Houseflies	☐ Norway Rat
2. ☒ Sanitation deficiencies / Food debris present	☐ Pharaoh	☐ Australian	☐ Fruit Flies	☐ Roof Rat
3. ☐ Storage practices concerns	☐ Crazy	☐ German	☐ Drain Flies	☐ House Mouse
4. ☐ Building/Structural concerns	☐ Big Headed	☐ Brown Banded	☐ Phorid Flies	☐ OTHER
5. ☐ Lighting concerns	☐ Fire	☐ Cuban	☐ Bees	☐ Millipede
6. ☐	☐ Acrobat	☐ White-Footed	☐ Wasps	☐ Bk. Widow Spider
7. ☐	☐ Argentine	☐	☐	☐ Br. Recluse Spider

Scale Used: 1 sq. = _____ Sq. Ft.

AVENUES of entry into & movement within structures:

1. ☒ Ornamental plants touching structure

2. ☐ Caulking, sealing, screening required

3. ☐ Air Doors absent or non-functional

4. ☐ Windows/Doors left open

5. ☐ Weatherstrips, thresholds, doorsweep(s) need attention

6. ☐ Structural deficiencies observed

7. ☐

SOURCES of pest breeding or living:

1. ☒ Dumpster area(s) need attention

2. ☒ Floor Drains need attention

3. ☐ Beverage tap area(s) need attention

4. ☐ Sanitation deficiencies / Food debris present

5. ☐ Debris outside

6. ☐

ADDITIONAL NOTES / RECOMMENDATIONS LIGHT WORKS ON HOT? / RODENT STATIONS?
STANDING WATER BY ICE MAKER - FOOD DEBRIS UNDER COOK LINE.
PLANTS TOUCHING THE BUILDING ON RIGHT BACK CORNER. DRAINS NEED CLEANING.

DATE _____ PREVENTECH REPRESENTATIVE ROSE ALARCON CUSTOMER SIGNATURE _____

MS-019 1/0008 Expect More... and Get It!

White - SERVICE CENTER COPY Yellow - CUSTOMER COPY Pink - SERVICE DEPARTMENT COPY

INSPECTION TIME!



INSPECTION POINTS

There must be 18 Inspection Points and are as follows

Boundary:

1. Parking Lot
2. Dumpster Rodent Station
3. Dumpster

Interior:

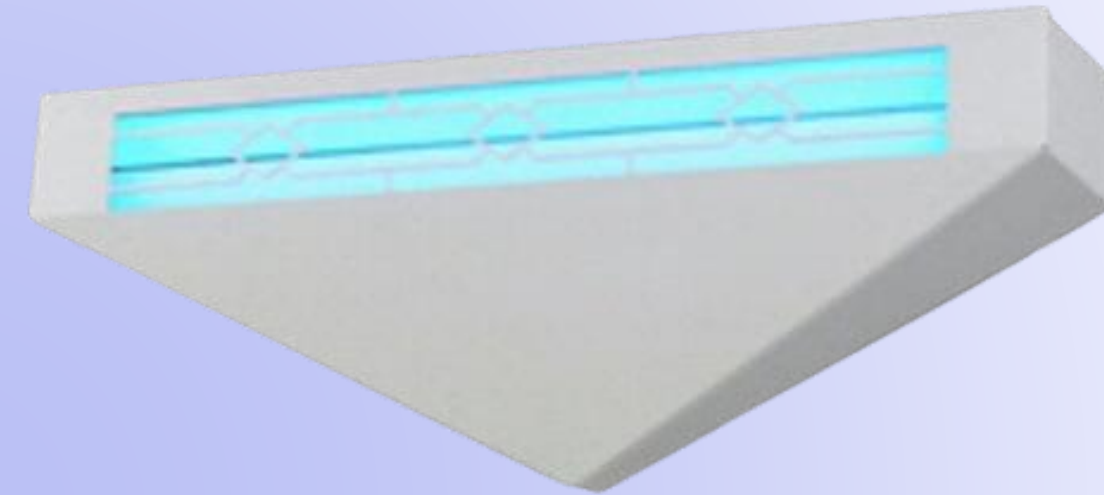
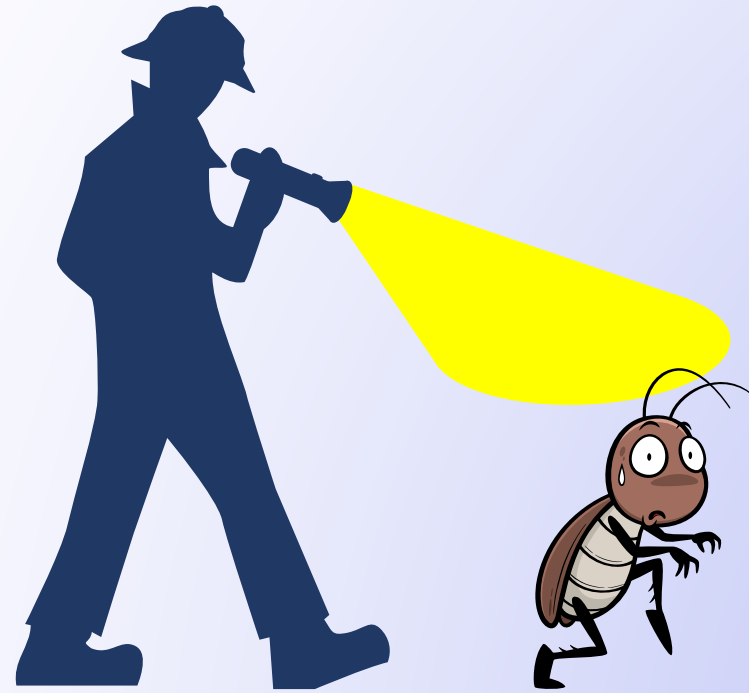
4. BOH
5. BOH ILT
6. BOH Suspended Ceiling
7. Drive Thru
8. Front Counter
9. Dining Room/Booths/Tables
10. Drink Station
11. FOH Suspended Ceiling
12. FOH ILT
13. Logbook
14. Review with Manager

Perimeter:

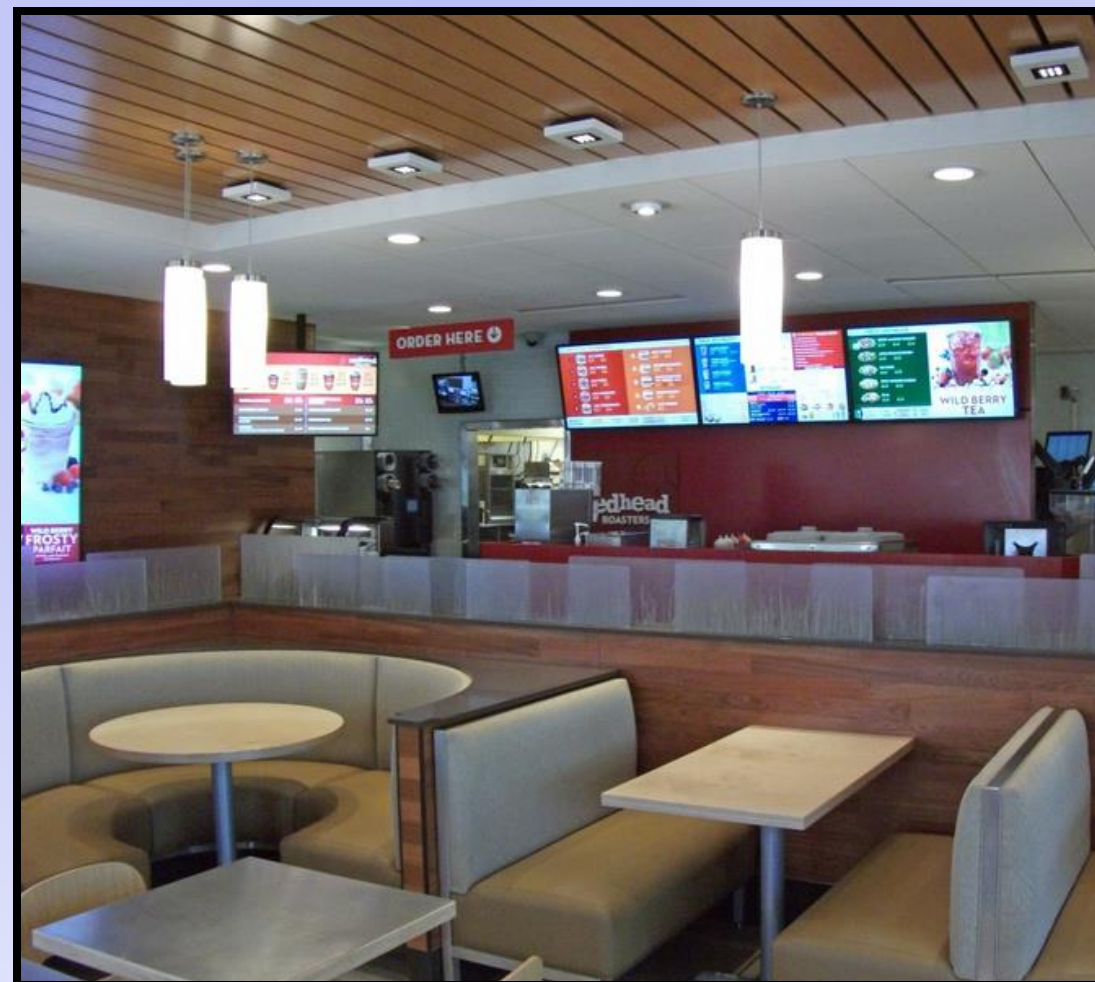
15. Receiving
16. Drive Thru
17. Store Front
18. Perimeter Rodent Station



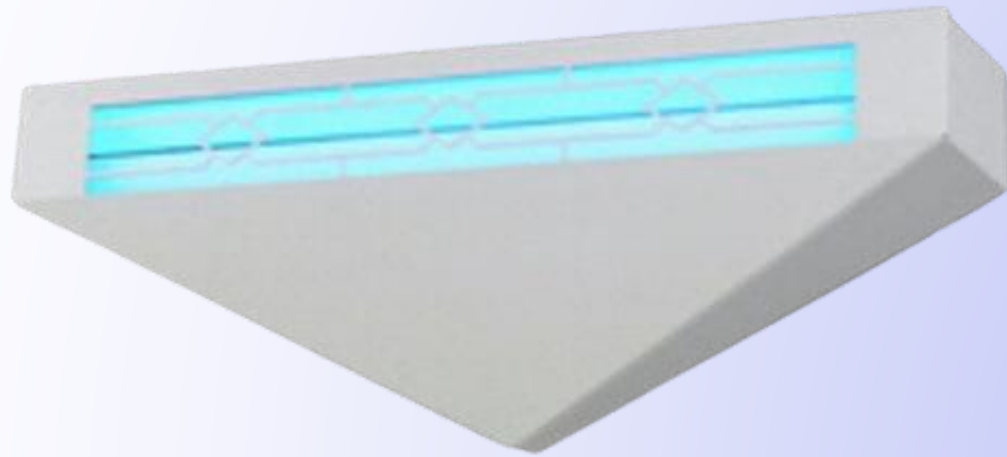
Front of House (FOH)



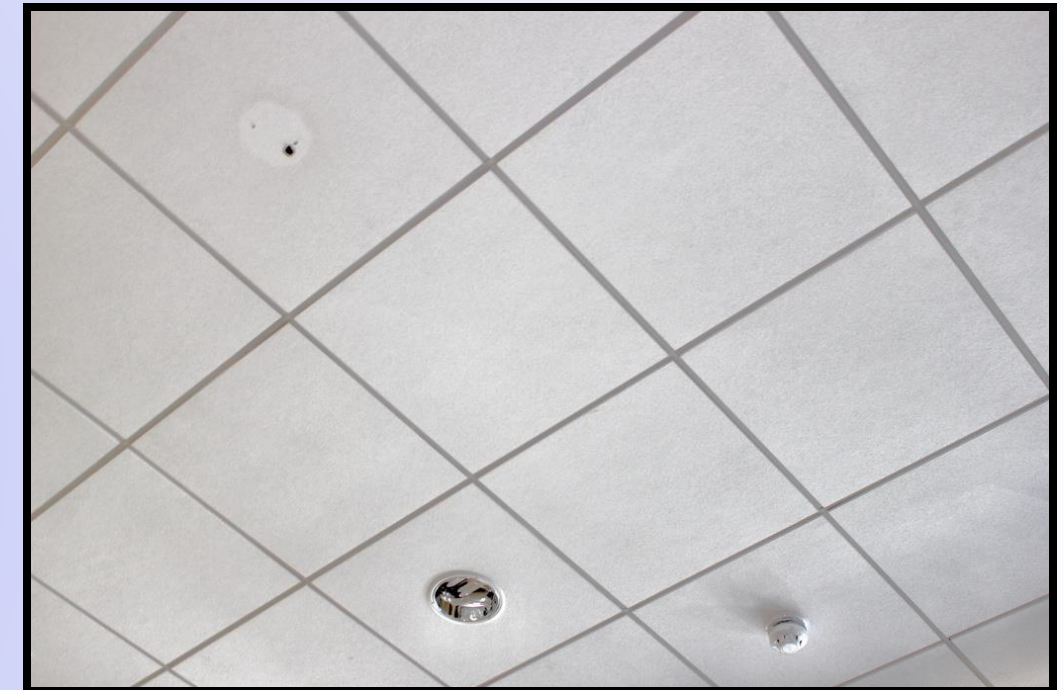
- ILT
- Dining Room
- Booths/Tables
- Suspended Ceiling
- Drink Station



Back of House (BOH)



- ILT
- Drive Thru
- BOH
- Suspended Ceiling
- Front Counter



Material Rotation

**We must follow the current M & S Material Rotation.
This is issued monthly.**

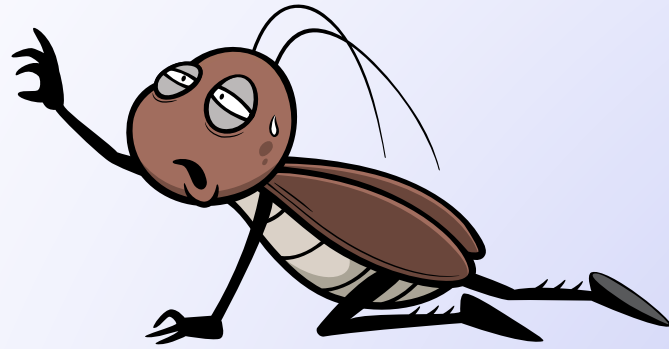
[illegible]

We will discuss this further in another presentation.

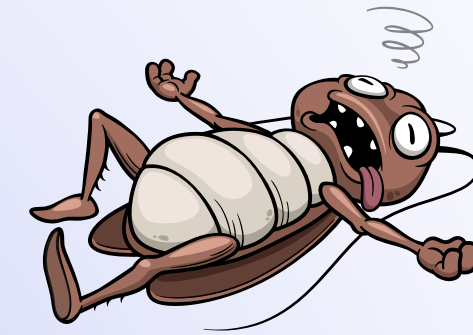


Cockroach Monitoring





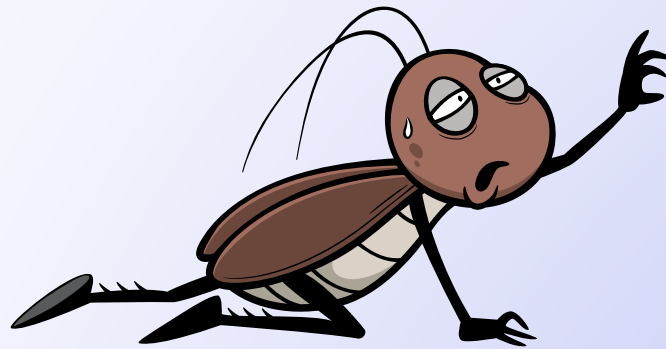
Cockroach Monitoring



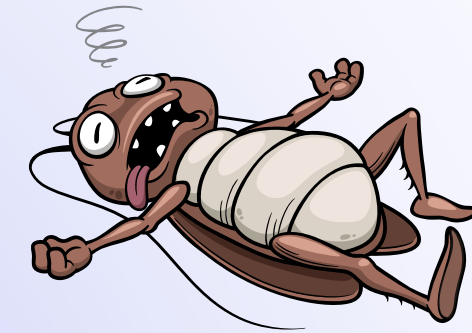
- **Purpose:** Monitors act as an early warning system, detecting roach activity before they leave hiding spots. This enables faster issue identification, more treatment options, and quicker resolution of pest activity.

Placement cannot be visible to employees or guests

- **Type of Roach Monitor and Placement:** It is essential that the roach monitors are placed only in approved locations. These monitors do not contain any pesticides. **Only enclosed roach monitors (EZ Conceal) can be used and have been approved by Wendy's QA.**

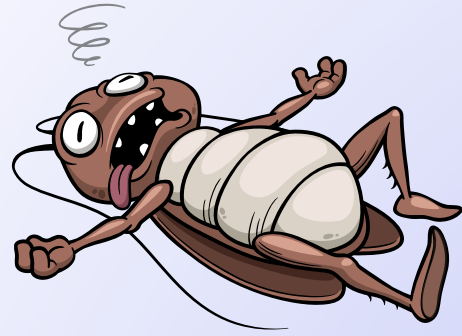


Cockroach Monitoring



Servicing of Roach Monitors: The roach monitors will be inspected on every service visit. Service technician will identify and record what species of insects were present and in what numbers. Data will be entered using handheld equipment in the appropriate area / zone / location found. Roach monitors will be cleaned, and new glue boards installed if any insects are captured in the roach monitors.

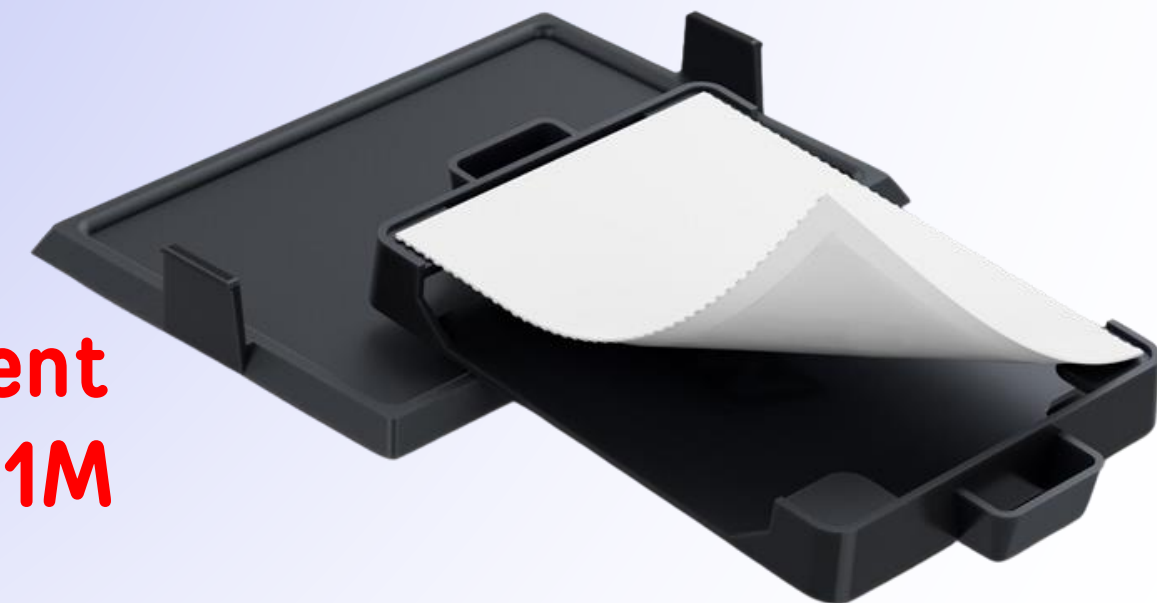
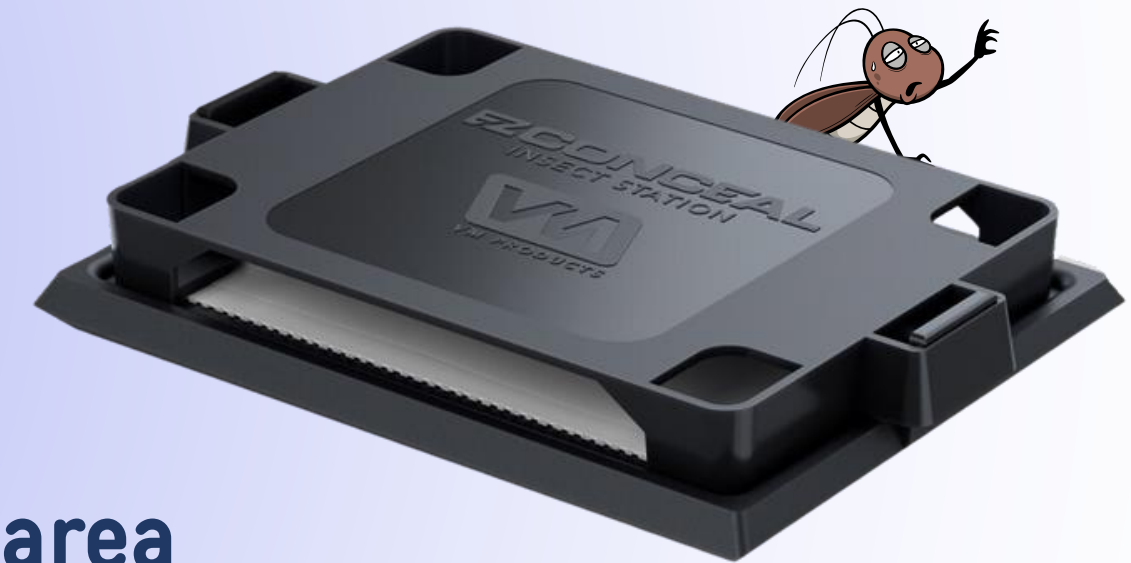
Roach Monitor Tracking: Roach monitors placement within the restaurant will be documented on the equipment graph in the pest vendor logbook. All cockroach monitoring devices will be numbered, barcoded and documented so each device is tracked and accounted for on each service visit.



Cockroach Monitoring

Locations:

- Front Service Counter / PUW
- Drink station nearest window or front sink area
- Close to the wet area
- Front, menu-board wall
- Frosty dispenser, behind Lemonade dispenser
- Central location along wall
- Sandwich Line Front
- Central location – underneath equipment at side panel area
- Power Soak Area
- Wall behind sink or under splash-guard
- Water Heater Area/Room



Cockroach Monitoring

Other Treatments:

Additional strategies may include contact residuals, Boric Acid and Insect Growth Regulators, etc. but must be applied in the same method and areas as the bait IDTs will NOT be used





Cockroach Treatment





Cockroach Treatment



The cockroach program is a proactive gel baiting program.

Bait must be applied at every service!

All baits should be applied in a discreet fashion with no visible signs of build-up.

Removal of old bait is expected prior to new gel bait placement.

- **NO** roach bait shall be applied directly above paper goods, storage areas for utensils, pots, pans, etc.
- Bait will **NOT** be applied above the bottom shelf on prep tables and storage racks.
- **NO** bait will be applied on or near the menu board or in customer view on the rear counter of the front service line.





Cockroach Treatment



If activity is found in a specific inspection point, we must
Perform treatment in that area.

- Dust all cracks, crevices and voids
- Physical removal with the HEPA vacuum
- Baiting
- Placement of EZ Conceals

Cockroach Treatment

Intensive Cleanout service may be initiated in two stages (an initial cleanout and follow up treatment 7 -10 days later) for heavy roach activity and includes the use of residual pesticides which requires preparation on the restaurant's part.

Once a successful cleanout and follow up treatment process is complete, the technician will revert back to the standard bait program.

Any cockroach activity, live or dead, should be reported to the store management for immediate removal and cleaning of the area.

Communication

Activity Found:

1. Pest Control company (MASSEY) notifies District Manager, FAD/DAO, DVP and QA of any signs of roach or rodent activity.
2. The FAD will contact the District Manager to offer support.
3. The pest control company meets with the DM/DAO (or designee) at the restaurant level to discuss: Level of activity, Associated structural and/or sanitation deficiencies
Treatment strategy, Plan of action.





RODENT TREATMENT



Rodent Treatment

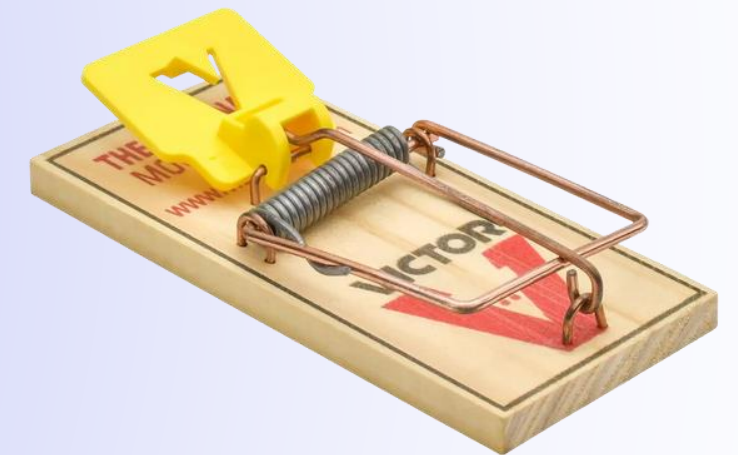


- BOH and FOH suspended ceiling will be inspected
- Activity (droppings and nesting material) will be noted on service report.

- Removal of droppings is Wendy's responsibility

Mass Trapping:

- Minimum of 100 traps (combination glue boards and snap traps)
- Placed after restaurant is closed and staff has left





Rodent Treatment



Mass Trapping:

- Placed floor level and in ceiling
- Placed so they can not be seen from exterior windows or doors
- Must coordinate with management to remove the traps each morning, at least 30 minutes before the first crew member arrives
- Continue until no activity for 3 consecutive days, then weekly until no activity for three consecutive weeks

Rodent Treatment

Activity Found:

1. Pest Control company (MASSEY) notifies District Manager, FAD/DAO, DVP and QA of any signs of roach or rodent activity.
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FLY TREATMENT

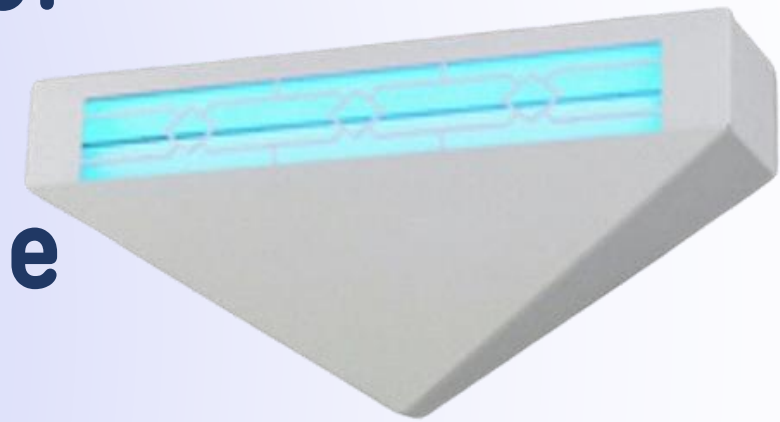




Large Flies

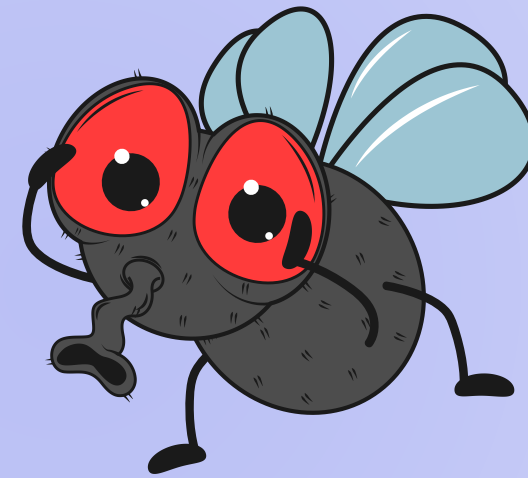


- Must have two Gilbert 2000GT Flying Venus units
- Mounted approximately 6 feet from floor to top of trap
- Must **NOT** be mounted above food prep or storage areas
- Bulbs replaced annually – glue boards monthly
- Document on service report – structural, sanitation or air flow deficiencies that may interfere with fly control.



Small Flies

- Technician will inspect and identify breeding source(s)
- Communicate directly with management to address sanitation and/or structural deficiencies





Rodent Treatment

- Inspect for activity, burrows and entry points
- Locked station will be maintained on dumpster pad
- One Circuit bait station placed on the wall near the back door of the building. More may be needed depending on activity
- All stations will be locked and contain date/product cards



Occasional Invaders

- Residual applications (barrier treatments) should be made following our material rotation and methods of application to the exterior surfaces where ants and other occasional invaders may tend to enter the facility



FLIES

- Residual pesticides will be applied where flies congregate – dumpster, wipe downs over entry doors, drive thru, trash cans
- Fly Bait in the dumpster



SERVICE REPORT

Service Report

The service report will detail:

- Pesticides used
- Where Pesticides were applied
- Target Pests
- Insect and Rodent Activity

Structural and Sanitation Conditions Recommendations

*Do it
= now
= NOT =
Later*

Must be reviewed with manager on duty at time of completion

Service Report

Service Performed

Inspection Points

Areas of Concern

Materials Applied

Target Pests

Location

Massey Services 381946
3210 Clay Ave Ste D, Orlando FL 32804
Phone: 407-894-8807
WtCare@masseyservices.com
Comet Pest Prevention

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Areas of Concern (Conditions, Activities and Sources Identified as Potential Pest Activity):

Excess moisture/standing water/leaky leaks
Sanitation deficiencies/food debris present

Dry out area to prevent pest buildup
Please see technician comments

Treatments Applied to Control/Prevent Pests:

Material	EPA #	Active %	Quantity	Target Pests	Location	Application Method
Achlon Ant Gel	100-1468	0.05 %	8 oz	Ant	Windows/Doors	Gel Bait Placement
Intruder Bio-Cleaner			18 oz		Floor Drains	Liquid Spill Treatment
Intruder Gold Roach Gel	73079-10	2.15 %	8 grs	Roach - German	3 Compartment Sink, Drink/Coffee Station, Kitchen Hot Prep Line	Gel Bait Placement
Niten PG Bait	64405-2	5 %	4 oz	Ant, Roach - American	Storage Room/Free	Granular Spot Treatment
Phantom IZ	241-282	5 %	28 oz	Ant, Roach - American, Roach - German	3 Compartment Sink, Dining Room, Drink/Coffee Station, Front Counter, Kitchen, Office Area, Public Rest Rooms, Storage Room/Free	Crack and Crevice
Deliverd G	432-636	0.1 %	2 lbs	Ant, Roach - American, Roach - German	Perimeter wall	Broadcast Granular
Tempro Ultra WP (20%)	432-1304	0.05 %	28 oz	House Fly	Exterior, Windows/Doors	Liquid Spot Treatment
Tempro Ultra WP (20%)	432-1304	0.05 %	28 oz	House Fly	Dumpster	Liquid Spot Treatment
Generation Blocks	7173-218	0.0025 %	2 ea	Rodent		Bait Placement

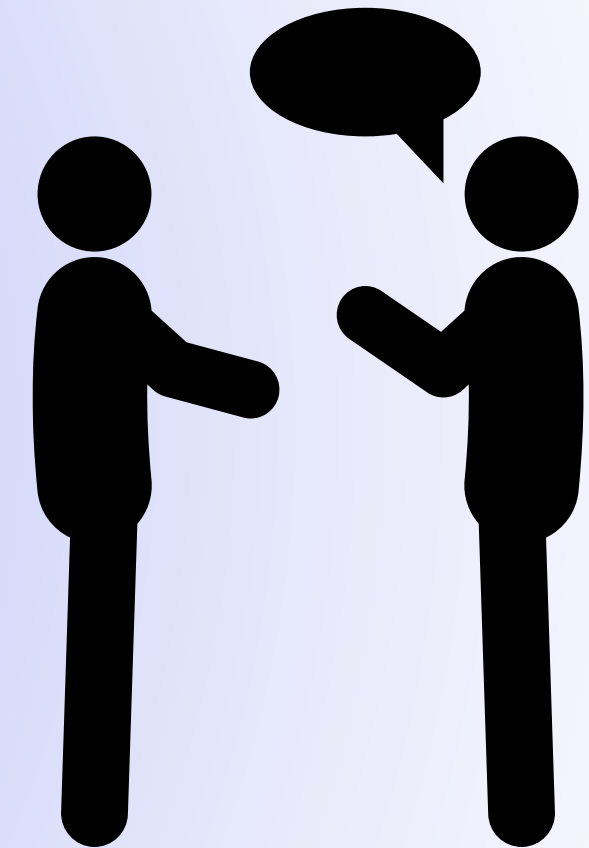
- 1 -



Service Report



Must be reviewed with
Manager on duty







Pictures



WENDY'S GUIDELINES FOR TAKING PEST ELIMINATION VENDOR PICTURES

- **Who will be allowed to take pictures:** The Approved Pest Elimination Vendor's Service technician, Service Manager, DM, Region Manager, and National Account & QA Teams.
- **What type of equipment will be used to take pictures:** Only Approved Pest Vendor equipment (Massey I-Pad). **No personal equipment will be used.**
- **Why are pictures taken:** To show structural or sanitation deficiencies, current pest issues, pest harborage and other conducive conditions.
- **Who will have access to the Wendy's pictures:** The Approved Pest Elimination Vendor's Service technician, Service Manager, DM, Region Manager, and National Account & QA Teams.



Pictures



WENDY'S GUIDELINES FOR TAKING PEST ELIMINATION VENDOR PICTURES

- The pest elimination vendors will not share any pictures taken at Wendy's restaurants with anyone other than the approved Wendy's group: Wendy's Franchise Owner / Operator, Wendy's QA Team, FMD, FMC, DVP, DAO.
- Wendy's logos / trademarks or vendor names cannot be taken in any pictures: **Examples such as Wendy's signage, Wendy's Logo's, names of vendors on equipment, menu boards / preorder boards and other identified Wendy's logoed items.**
- Once pictures have been transferred to Wendys leadership (bullet point #5), all pictures are to be held by the Approved Pest Elimination Vendor in safe and secure locations and protected as Wendy's Confidential Information.

Approved Pest Elimination Vendor will contact franchisee or operator and gain approval to take pictures.

Pictures that do NOT meet guidelines:



Pictures that do meet guidelines:



QUESTIONS?







TECHNICAL BULLETIN



In the spring of the year, we experience increased pest activity of all types. For many locations, the seasonal increase in exterior house fly activity enhances the potential for interior activity. To assist in addressing these issues, Massey Services has created fly service protocols and training and support for our technicians. In addition to our efforts, we have created this Technical Bulletin which details steps that can be taken by Wendy's locations to assist in reducing fly activity.

Biology and Behavior of House flies:

- Adult house flies are 1/8 to 1/4" (4 to 7.5 mm) long and identified by four narrow black stripes on the thorax. They will breed in the moist organic matter around the building and complete the life cycle (egg to adult) in 6 to 8 days, particularly in summer. Adults usually live for 15 to 25 days.
- Food odor, light, and air movement from a building will attract house flies to the site. In addition, odor and unsanitary conditions from/around the dumpster area will attract and serve as a fly breeding site.
- Adult flies usually congregate on the south side of the building (warmth due to sunlight) and rest on the underside of the shrub/vegetation next to the building.
- Once they enter the building, they usually rest 8-12 feet above the floor or in low areas less than 1 foot above the floor with limited airflow. Fly resting/landing spots are identified by dark dot-like spots, the fecal/regurgitated spots in areas where they typically land.

Interior House Fly Protocol: Back of House

1. Begin the interior inspection at the rear entry/receiving door. Exterior "fly fans" most often installed over receiving doors shower the entry opening with a high speed flow of air to keep flies from flying in. To maximize the effect the fan openings (intake and output) must be open and unblocked. The fans have to produce an even airflow across the width of the door with no dead spots in the upper corners or at the threshold. A small piece of paper ($\frac{3}{8}$ in by $\frac{3}{8}$ in) rolled up and tossed into the output airstream should be pushed to the ground and then away from the entry point. If the airflow is too slow and allows the tossed paper ball to enter the door or be blown down and drawn into the door the fly fan must be adjusted or repaired. Alternately, one can run the hand across the width of the door at about 3 feet from the floor to feel if there is even airflow without any gap or loss in velocity. The fan speed must be adjusted if there is any gap or loss in velocity. Some locations have overlapping plastic strips that hang from the top of the door frame as a physical obstacle to fly entry. If these are tied back or positioned over the open door when the door is open the benefit of having them is eliminated
2. Wendy's locations utilizing illuminated flying insect light traps (ILT) may have several traps; in the front and in the back of the house. These traps use special light bulbs to produce ultraviolet light in a specific range that is attractive to house flies and other flying insects. The back of house unit should be installed in the back storeroom/entry area where it will attract flies that have entered the back door. The location and position of the ILT are important. The light should not be placed directly in view of the



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door, this will prevent drawing the flies inside but should be positioned to attract them once they enter the building. The best location will be on the exit door wall within 10 ft from the entry point, but it should not be next to the door or above food contact/prep surfaces. The ideal height should be 4 to 6 feet from the floor, depending on the socket availability. Further, the traps are only effective when plugged in and the lights are not blocked from view. If the fly cannot see the UV light the fly won't be attracted to the trap. Massey Services protocol is to inspect the lights and change the glue boards at least once per month. In some locations additional fly illuminated light traps will be required. The Quality Assurance or Service Management can help with determining need.

3. Inspect the back of house area for fly resting spots. The flies loaf and rest up high and feed down low. Inspect the lower areas looking for and removing food debris, standing water or rags, mops, etc. that contain organic debris that is attractive to flies and fly larva. In areas with standing water that does not flow into a floor drain place a floor fan in the area to dry the floors and inhibit flies from resting and feeding in that area. Massey Services will inspect and treat fly resting areas with products approved for food storage areas. The landing/resting areas can be treated using wipe-down services with the non-repellent residual material in rotation. Take a small towel or rag, apply non-repellent residual material to the towel or rag to the point of saturation, and wipe down the landing area as a spot treatment. Ensure the material is not dripping down during the wipe-down process.
4. Kitchen and prep lines are very dynamic areas from an air flow perspective. Flies in these areas will be actively seeking locations with limited air flow and then seek sources food. Food debris and organic build up behind and under kitchen equipment will attract flies to these locations. When discovered Massey Services will identify these locations in our Service Reports and make appropriate material applications assuring food prep and contact surfaces are not treated. The landing/resting areas can be treated using wipe-down services described in Step 3.

Interior House Fly Protocol: Front of House

1. Begin the Front of House interior inspection at the exterior entry door(s) by looking for any vertical/horizontal gaps around the doors. Light and odor through these gaps will attract and allow flies to get inside the dining area. If fly fans are present inspect them as you did the back of house units. Look for fly evidence of landing spots on both the exterior and interior wall surfaces. The landing/resting areas can be treated using wipe-down services described in Step 3 of Interior House Fly Protocol: Back of the House. Trash cans, spillage and debris will attract flies to the doors. Assuring the trash cans and walk ways are clean and surrounding plant beds are free of trash will reduce the number of flies drawn to doorways.
2. The front of house illuminated fly trap(s) should be installed near the drink station(s) where the emitted light is visible to the dining area to attract flies that have entered the area. The location and position of the ILT are important. Use the process described in Step 2 of Interior House Fly Protocol: Back of the House for proper placement of the



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ILT. The traps are only effective when plugged in and the lights are not blocked from view. If the fly cannot see the UV light the fly won't be attracted to the trap. This is particularly true after sunset when there is much less competing light. Massey Services will inspect the lights and change the glue boards at least once per month.

3. Inspect the drink station and service areas for house flies and fly resting spots. The flies loaf, rest up high and feed down low. Inspect the lower areas looking for and removing food debris, standing water or rags, mops, etc. which contain organic debris that is attractive to flies and fly larva. In areas with standing water that does not flow into a floor drain place a floor fan in the area to dry the floors and inhibit flies from resting and feeding in that area. Massey Services will inspect and treat. The landing/resting areas can be treated using wipe-down services described in Step 3 of Interior House Fly Protocol: Back of the House.

In addition, EndZone insecticide stickers should be installed into the upper corners of every other exterior window and all entry vestibules at a minimum of 7 feet from the floor. EndZone stickers contain a sugar bait matrix and an insecticide to deliver quick, targeted fly control. The placement on the windows utilizes the adult fly's natural attraction to sunlight.

How to install EndZone Fly Bait Stickers



Install the full sticker. Place ½ inch of the sticker edge on the window glass (Red Box) and the remaining section of the sticker on the metal window frame (Blue Box). There is a video on Massey U, demonstrating the installation of EndZone stickers. The stickers will be at the highest point of the window frame, which will prevent customers and Team Members from contacting the bait. Once the stickers are placed, no interaction is required until they are removed and replaced. Team Members cleaning the windows will need to be trained to avoid contacting the stickers with water, cleaners, and squeegees, etc.



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Exterior House Fly Protocol

1. Flies are attracted to the exterior of buildings at night by lights on or near the building and during the day by food scents from stacks, dumpsters, spillage and outdoor dining. The exterior and perimeter of the building must be inspected to identify all sources and to develop the service strategy. The results of the service provided by Massey Services will be enhanced by addressing exterior sanitation and structural needs discovered or noted on the Customer Service Report. Massey Services will provide treatments away from the building as well as near it to fully reduce the fly population.
2. Fly baits service is provided by Massey Services. Fly baits are manufactured with both food and pheromone (sex) attractants to draw flies to the bait. Fly baits can be used on the outside of facilities near dumpsters, dumpster corrals, grease recycling containers, spilled trash, plant bed areas away from the back/receiving door, plant bed areas away from outside dining. Our technicians apply bait in special fly bait stations or place bait into dumpsters as part of the regular service. Application should be made in a way to prevent anyone coming in contact with it.
3. Dumpster corral areas outside of receiving doors are often a primary source of fly activity. The cleaner the dumpster and surrounding areas are, the less attractive the areas will be. Cleaner also means fewer food sources for developing flies; maggots. Cleaning the dumpster and pad should include a strong detergent and a long handled floor brush. A pressure cleaner is a viable substitute. Avoid using chlorine bleach or ammonia cleaners. These are caustic chemicals that will degrade unsealed concrete surfaces. Treat the dumpster enclosure perimeter wall, the underside of the dumpster lid, and the top ledges with materials in our rotation chart.

Key points about handling trash and food waste:

- Assure that all trash is taken from the building in sealed trash bags. Sealed bags reduce odor, are less attractive to flies, and prohibit flies from feeding on the food waste.
- Use the trash cans and dumpster only for dry waste (or as dry as possible). Water in trash bags add weight that often rupture the bags as they are placed in the dumpster and compacted. Liquids in the dumpster contribute to the decay of organics and food. Food, water, organic decay, and odors all attract and will support development of flies.
- Liquid waste (carbonated beverages, ice, other drinks, water, etc.) should only be disposed of in sinks and drains.
- Empty and wash all trash cans nightly. Allow the clean trash cans to air dry upside down. Rinsing trash cans with diluted Invade Bio Cleaner will help to eliminate buildup of organics and odors.



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- In some extreme situations industrial grade exterior fly electrocution grids may need to be placed to address fly activity that is too great for flying insect traps. Massey Services can help in sourcing these products.

Air flow is a great tool in controlling flies, from air doors that restrict entry to floor, ceiling and oscillating fans that dry areas and impede flight, the more dynamic the air flow the more hostile the environment for flies.

Efficient fly programs are comprehensive and require use of multiple methods (cleaning, trash handling, and control measures) to be successful. Following these steps along with actions taken by the Massey Services Technician will greatly reduce house fly activity near and in your facility.



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ADDENDUM SERVICE

Addendum Service requires prior approval and will be billed for each service request

1. Fly Attractant Bait Service— Back and Front of the House
The Fly attractant bait can be applied to the resting spots in food and non-food areas. Avoid runoff or dripping from the treated areas. In food preparation or production areas, the use is limited to the interior of refuse containers, removable bait placement, or in stations. The removable bait placement can be a 6" to 24" object (index card or corrugated pad). Spray the object with the fly bait, mark it as "Fly Bait, Do Not Touch" and place it below the food preparation or processing areas. It should never be placed over or on food preparation or processing areas.
2. "Attract and Kill" Strategy Service - Exterior Perimeter Treatment
Flies tend to congregate on the south side of the buildings and rest on the underside of the shrubs adjacent to the walls. Exterior perimeter walls and shrubs should be inspected and treated during the fly season (April to October). Use an "attract and kill" strategy by applying fly spot bait as spot treat (1 x 1 foot) or attach one fly bait station, at least 4 feet from the ground for every ten linear feet on the perimeter wall and apply non-repellent residue around it but do not apply the spot bait/install fly bait station within 5 feet from the entry/exit doors. Treat the underside of shrubs next to the building using a backpack sprayer. The application technique should be similar to how we treat mosquitoes.

WENDY'S
MASSEY SERVICES
PEST PROGRAM
GUIDELINES

October 2024

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INTRODUCTION

Wendy's Pest Elimination Program Implementation Guidelines have been developed to instruct pest elimination vendors to follow Wendy's written protocol in all facets of pest elimination. This would include:

1. Interior and exterior inspection and treatment
2. Pest baiting
3. Bait placement
4. Service
5. Reporting and communication

PURPOSE

To direct Wendy's approved Pest Elimination vendors to deliver an effective pest elimination program throughout the United States with consistent treatment, using a non-invasive low-profile approach with modern and safe treatment methods.

COCKROACH TREATMENT

The cockroach program is a proactive gel baiting program. Bait application will be pea size spots and at intervals of not less than 2 feet. All baits should be applied in a discreet fashion with no visible signs of build-up. Old bait placements are to be removed with a suitable scraper and disposed prior to placing fresh bait. **NO** roach bait shall be applied: directly **above** food and/or paper goods storage areas; in food preparation areas; in open food preparation equipment including storage areas for utensils, pots, pans, etc.; above the bottom shelf of prep tables and storage racks; on or near the menu board; or in customer view on the rear counter of the front service line. Additional strategies might include contact liquid residuals, Boric acid, Insect Growth Regulators, etc., applied to prevent contamination of food and food preparation surfaces as described above.

Note: Any Cockroach activity, live or dead, will result in appropriate curative and preventive service actions being taken. Any evidence of activity must be reported to the restaurant management to review the corrective action taken and cleaning of the area. Low to moderate cockroach activity will be addressed through immediate service actions followed by a 3-5 day proactive service to assure resolution. Moderate to high levels of cockroach activity require a full-prep cleanout service that will be provided in two stages: an initial cleanout, a next day proactive service and follow up treatment 5-10 days after. Heavy roach activity and includes the use of residual pesticides and aerosol injection treatments which require full preparation on the restaurant's part, see attached prep guidelines. Once a successful cleanout and follow up treatment process is complete, the service plan will revert back to the standard bait program.

Massey Services EZ Conceal Cockroach Monitors may be used to monitor for the presence of crawling insects including cockroaches. Monitors are an early warning system instead of waiting for a roach to be seen. Monitors will pick up evidence of roaches allowing early indications of the presence of roaches and resolution of the activity. Only approved EZ Conceal plastic roach monitors can be used. Roach monitors will be serviced as part of monthly service. If activity is found, the old glue board will be discarded and new glue board installed in roach monitor. Each monitor is to be bar-coded and identified as a service inspection point.

Pest vendor may use only the following Cockroach Monitor Locations:

- Front Service Counter / Pick-Up Service Counter
 - o Place inside hand wash sink cabinet, side wall of cabinet or at back wall at front counter. At pick-up window, place inside drink station cabinet on side wall of unit underneath ice bin.
- Front, Menu-board Wall
 - o Behind Frosty machine or Lemonade dispenser at back wall not visible to employees or guests.
- Service / Cook Line under Front Grill / Center Grill
 - o Central location – underneath island under grill at back wall or side of cabinet, not visible to employees.
- Power Soak Area – Back Wall Area
 - o Wall behind sink or under splash-guard back side not visible to employees.
- Water Heater Area/Room
 - o On side wall at back of room or wall above base cove tile.
- Please see your approved pest vendor for pictures on Roach Monitor scope of service guidelines for location examples.

Service for all Wendy's locations (franchise & corporate managed) will be guided by following the Inspection Points described below. There are 19 common inspection points preloaded in Service Pro. Additional inspection points may be placed to track servicing of EZ Conceal monitors, pest prone areas in a specific location, or for additional equipment.

One of the requirements of Wendy's is that we provide structured services where performance can be tracked and results measured. The tracking of performance also applies to the location management as well as franchise and corporate operations management. Our observations on Conducive Conditions, Avenues of Entry and Sources of pest activity require Wendy's management action.

Wendy's regular service protocols require complete inspections of the interior, perimeter and boundary areas. Preventive material applications are made based on the potential for pests to be introduced to the that specific site. The interior of each location is divided into two areas; Front of House (FOH), and Back of House (BOH). Specific locations within these two areas are identified as Inspection Points. Each Inspection Point is to be assigned a bar-code that is scanned as the Technician inspects and provides service at that site. The Inspection Points are preset in Service Pro. See the attached list of the standard Wendy's Inspection Points. The

Technician will assign bar-codes to the Inspection Points as directed below. Massey U has a lesson covering iPad service reporting that includes instructions on placing bar-codes.

Inspection Points and bar-codes will direct the Technician through the service assuring all areas are inspected and treated as needed. Recording of Conducive Conditions, Avenues of Entry and Sources of Pest activity by Inspection Point will specifically direct local and senior Wendy's management on efforts they need to take. Rodent or insect pest activity recorded at an Inspection Point will start the escalation process required by Wendy's Company to assure pest issues are resolved and Senior Management is involved in the process. Pest activity (including the presence of rodent droppings) must be reported when it is found, and at the Inspection Point where it is found. No exceptions. Should activity be found at IP#9 on the regular service, the Proactive Service, and a following Proactive Service the activity is recorded each time. In most cases pest activity reported in a location 3 times will require escalation to Wendy's and the franchise operations senior management.

The primary rodent in our service areas is roof rats. Understanding this, Wendy's Company requires inspections above the suspended ceilings in all locations every month. There are two Inspection Points (FOH and BOH) where these service actions are recorded. Due to the fact that HVAC system, ductwork and other building elements block the view of the area above the ceiling tiles each month the Tech is to inspect from a different location than the previous month. I suggest the bar-code for the FOH ceiling inspection be concealed above the dining room drink station, and the BOH ceiling bar-code be placed above the grill exhaust hood. The Technician should inspect a random site in the FOH or BOH area and then inspect above the ceiling tile where the bar-code sticker is. This will result in 4 inspections above the suspended ceiling. See bar-code detail and map addendum.

Wendy's Inspection Points

Boundary

- 1. Parking Lot**
- 2. Dumpster Rodent Station**
- 3. Dumpster**

Interior

- 1. BOH**
- 2. BOH ILT**
- 3. BOH Suspended Ceiling**
- 4. Drive Thru**
- 5. Front Counter**
- 6. Dining Room**
- 7. Drink Station**
- 8. FOH Suspended Ceiling**
- 9. FOH ILT**
- 10. Logbook**
- 11. Review with Manager**

20 + EZ Conceal Insect Monitors

Perimeter

- 1. Receiving**
- 2. Drive Thru**
- 3. Store Front**
- 4. Perimeter Rodent Station**

RODENT TREATMENT

The service technician will inspect the exterior of the building for rodent activity, looking for burrows and possible entry points. The service technician will also inspect the areas above the drop ceiling in the dining room, service line and back room as long as there is not exposed food below at the time of inspection and will note any sign of rodent activity, such as rodent droppings and nesting material. Wendy's will be responsible for the removal of droppings- see "escalation" addendum. A locked bait station (VM EZ Klean or Bell EVO) will be maintained on the dumpster pad. A second bait station will be required within 10 feet of the back door to measure rodent pressure (Bell Labs Circuit). The type of bait station used should look normal or natural for area of placement. In all other situations, decorative (Rodent Rock or other approved) bait stations may be used in the landscaping in high pressure areas. All bait stations will be secured and locked, and will contain date/product cards.

On the interior two tin cats will be required at the back door (one on each side of door with placement under shelves or equipment near back door area). In areas where the rodent pressure is primarily rats the tin cats are to be replaced with JT Eaton trapping stations with a Bell Labs T-Rex placed inside. Tin Cats and Trapping Stations are resale items. The service technician may install additional mechanical traps if needed and will service these traps during the regular service visit. All bait stations and traps (tin cats, trapping stations, ILT's or traps in drop ceilings) are to be documented on the equipment map maintained in the pest log book. Any mechanical traps must be out of customer view and must not obstruct the employee cleaning process. Glue boards and snap traps may only be used on the floor during mass trapping as described below.

For safety reasons service technicians, should only conduct visual inspections in electrical panels. No devices should be placed inside of the panels. Note any signs of activity on the service report as normal.

Rodent Mass Trapping

Mass trapping is to be performed when the level of rodent activity reaches poses a safety and health risk to the customers and/or employees. The determining factors will be the frequency of live sightings, damaged products, rodents caught, droppings, gnawing, etc.

For the above described situation, the service technician will place a minimum of 100 traps (combination of glue boards and snap traps) throughout the restaurant after the restaurant has closed and the crew has left the building. The traps are to be placed on the floor level and in the ceiling areas. The traps cannot be placed in areas that can be seen from exterior windows or doors. The service technician must coordinate with the restaurant management to remove the traps each morning, at least 30 minutes before the first crewmember arrives. All efforts should be made to allow the traps to be in place for a minimum of five hours overnight. Mass trapping placement and pick up will

occur daily until there is no evidence of rodent activity for three consecutive days. At that point, the restaurant will receive weekly service until there is no activity for three consecutive weeks, then monthly service can resume.

Interior Rodent Baiting

In critical rodent situations, Liquid Tox or First Strike Soft Bait Rodenticide(s) can be set up and used in the suspended ceiling areas of the restaurant. This process must be preapproved by the franchisee /operator or company Division Area Operator (DAO) (as appropriate), Wendy's QA and Massey QA Senior Director. Set up and user instructions are required and can be found on the Wendy's Liquid Tox or Rodenticide user guidelines. No other rodenticides will be used inside the restaurant at any time.

Additional Rodent Trapping Strategies

During the mass trapping escalation process, QA, franchisee / operator and approved pest vendor leadership may decide on the following actions to be taken:

- Implementation of trail cameras.
- Use of First Strike Rodenticide.
- Use of Liquid Tox.
- Reduce or increase mass trapping hours.
- Pest vendor to bring in their own QA team or Rodentologist.
- Move escalation service to the mornings if QA and pest vendor believe the rodent situation is at minimal activity and primarily in the drop ceiling areas.
- Use of E-Victor Light in the suspended ceiling area.

Roof Inspections

Roof inspections are sometimes required occasionally to address roof rat activity. These inspections are to be done safely with ladders supplied by Massey Services. Locations requiring added equipment to safely access roofs may be charged for these services.

Potential Restaurant Closure Actions

Risk to public health – Wendy's base approach* to closure is that closure of a restaurant following rodent or roach circumstances should be a collaborative decision between QA, pest vendor and franchise organization based on the following:

- Food contamination.
- Sighting of roaches or rodents by customers or crew / management, during restaurant hours or prior to open or after close.
- Large amount of activity captured over consecutive days including consistent rodent droppings or contaminated food.
- Structure of the building indicates major repairs are needed to properly seal building from rodent activity.
- Identify substandard sanitation in the restaurant that is conducive to pest activity
- Media contacts regarding alleged pest activity or sightings.

- Health department inspection and findings of rodent or roach activity, rodent droppings or contaminated food.

Closing of a restaurant for one or more of the issues listed above is a critical concern that requires the highest level of action to resolve and communication with Wendy's Corporate, franchise operations and Massey Services leadership.

*Wendy's franchise agreements permit it to immediately close any restaurant that poses an immediate threat or danger to public health or safety resulting from the operation of the Restaurant. Wendy's reserves all rights in this regard.

Restaurant Closed – Rodents (Mice)

When a decision has been made to close a restaurant for rodent issues, mass trapping will be followed / continued until results show zero catches:

- Restaurant will reopen.
- Suspended ceiling traps will remain loaded at 100 traps minimum until the escalation process has been completed.
- Service will be completed daily in the morning until three days are completed with no captures, product damage or sightings of rodents.
- Once daily service has been completed, weekly escalation service will take place for three weeks during the morning. Once three weeks of service has taken place with no captures, product damage or sightings of rodents, the restaurant will then return to regular scheduled monthly service.

FLYING INSECT PROGRAM

Large - Flies

When part of the recurring service program, each month (during active months), the service technician will apply residual materials, according to label directions, utilizing a hand or power sprayer to exterior areas where flies tend to congregate. Those areas should include but are not limited to entryways, Pick-up windows, exterior trash-cans (particularly under the lids), as well as the main dumpster area. The service technician will complete assessment of the exterior for heavy fly pressure and provide specific documentation on the service report outlining steps to be taken to resolve fly pressure. Fly bait(s) may be used in the dumpster area.

Exterior - Other Insects

Following the annual rotation chart residual applications (barrier treatments) should be made to the exterior areas where ants and other occasional invaders may originate from and potentially enter the facility. Exterior barrier treatments include the application of appropriate materials to turf and vegetation 3 to 10 feet wide around the facility. The foundation of the building may also be treated to a height of 2 to 3 feet where pests are active and may find entrance.

Interior - Large Flies (House, Bottle, Blow, Etc.)

This program will include the installation of two (Required in company and recommended in franchise restaurants) fly lights (ILT), (more may be needed in multi-level or larger facilities), which will be mounted approximately 6 feet from the floor to the top of the trap - see “building floor plan” addendum for recommended installation locations. Based on third party testing, Wendy’s QA recommends using the Gilbert 2000 GT Flying Venus insect light trap (Required for company restaurants). ILT should not be mounted directly above food preparation or food storage areas. The ILT will be serviced from April – October or longer depending on the geographic location. ILT Service includes bulb replacement annually (April) and sticky board replacement monthly or as needed. The technician should also note on the report any structural, sanitation and/or air flow deficiencies that may interfere with fly control. The service technician will not be allowed to leave additional glue boards.

Interior - Small Flies (Fruit, Drain, Moth, Etc.)

If small flies are present in the restaurant, the service technician will inspect and identify the breeding source(s) and communicate directly with the store management to address the sanitation and/or structural deficiencies. The technician should also note on the report, any structural and sanitation deficiencies that may interfere with small fly control. The pest elimination company may deploy other strategies such as proprietary cleanouts that are designed specifically for small flies. This approach is typically an additional cost and therefore must be negotiated with your approved pest vendor.

TARGETED PESTS

Targeted ‘zero-tolerance’ pests will include cockroaches, rats and mice. In addition, the technician will treat for occasional invading pests such as ants, crickets and other crawling insects during regular service visits. Birds, pharaoh, fire and carpenter ants, brown recluse spiders and termites are excluded from the regular guarantee. Services for excluded insects and other structural pests are available on a cost-per-application basis. Additional service options will be offered for pest issues beyond this scope of service.

IN-STORE LOG BOOK

A logbook will be supplied to each store and maintained by the service technician. It will include copies of electronic service reports organized in chronological order by the month, with at least the previous 12 months on hand. The service report will detail pesticides used, where applied and target pests. Insect and rodent activity, structural and sanitation conditions with recommendations will also be included in the report.

INSPECTION PROCESS

Each service report must be reviewed with the manager on duty at the time of completion, if the service was performed after hours or a manager is not present in the restaurant, the logbook will be left on the manager’s desk, opened to the page

containing the service report for that day. When there are signs of roach or rodent activity a “Critical” red sticker should be placed on the service ticket and the escalation process should start. Example of “Critical” sticker



PEST VENDOR ESCALATION PROCESS

Enables QA to act quickly to: Enhance Brand protection, protect the public health, employee safety, and comply with federal regulations

First occurrence:

- ☐ The pest elimination company notifies the franchisee, Franchise Market Director or Coordinator (FMD/FMC), Division Area Operator (DAO), Division Vice President (DVP) and Wendy's QA of any signs of roach or rodent activity and including pest sightings.
- ☐ The FMD/FMC will:
 - Contact the franchisee to offer support.
- ☐ The pest elimination company meets with the franchisee/DAO (or designee) at the restaurant to discuss:
 - Level of activity
 - Associated structural and/or sanitation deficiencies, if applicable.
 - Treatment strategy
 - Plan of action

Second and subsequent occurrences:

- ☐ The pest elimination company notifies the franchisee, (FMD/FMC), DAO, DVP and QA of any signs of roach or rodent activity and including pest sightings.
- ☐ The pest elimination company meets with the franchisee/DAO (or designee) at the restaurant to discuss:
 - Level of activity
 - Associated structural and/or sanitation deficiencies, if applicable.
 - Treatment strategy
 - Plan of action
- ☐ The FMD / FMC will:
 - Contact the franchisee to offer support.
 - Get an update on the status of the activity and plan of action from the franchisee.

- ❑ QA will:
 - Contact the FMD/FMC or the DAO and the pest elimination company to get a status update and plan of action.
 - Provide the appropriate guidance and expertise to the FMD/FMC or the DAO and pest control company.

Note: Critical situations will be handled with the appropriate sense of urgency.

CONTACT INFORMATION

Franchise Contacts:

Franchise Market Director – FMD

Franchise Market Coordinator – FMC

Franchisee

Franchise Operations Manager

District Manager

Corporate Contacts:

Wendy's Quality Assurance - QA

Division Area Operator – DAO

Division Vice President – DVP

District Manager

Bar-code Addendum

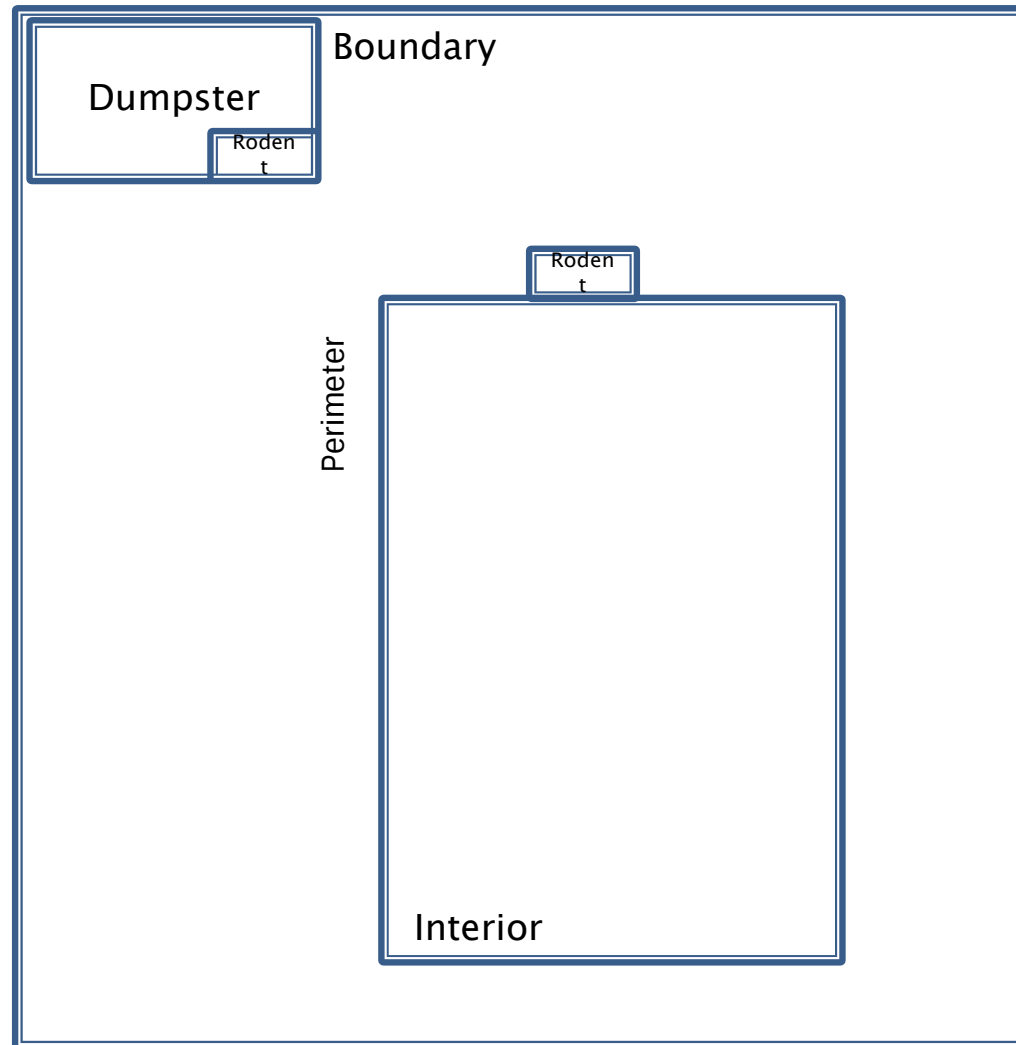
Wendy's Barcode Guide

1. Dumpster RBS – Inside dumpster rodent station
2. Dumpster Corral – Glue/hang bait station placard in dumpster corral and place barcode on placard
3. Parking Lot – Second barcode on dumpster placard
4. Perimeter RBS located by back door – Barcode on interior of station
5. Exterior Receiving – Barcode located on back door frame
6. Exterior Drive Through - Place on right side of first Drive through window frame
7. Exterior Store Front – On inside Log Book cover
8. Interior Back of House – Office Door Frame
9. Interior BOH Suspended Ceiling – On Suspended ceiling frame over Ice Machine
10. BOH ILT #1 – On Unit
11. BOH ILT #2 – On Unit
12. Log Book Review – On inside cover of Log Book
13. Interior Drive Through – under drive through window, on wall
14. Front Counter – on wall under counter, under right side register
15. Drink Station – On side of drink dispenser
16. Dining Area – Place on door frame of dining room maintenance closet
17. Suspended Ceiling FOH – Place on door frame of dining room maintenance closet
18. FOH ILT – on unit
19. Endzone if applicable – In Log book Cover
20. EZ Conceal monitors -underside of the removable portion of the monitor

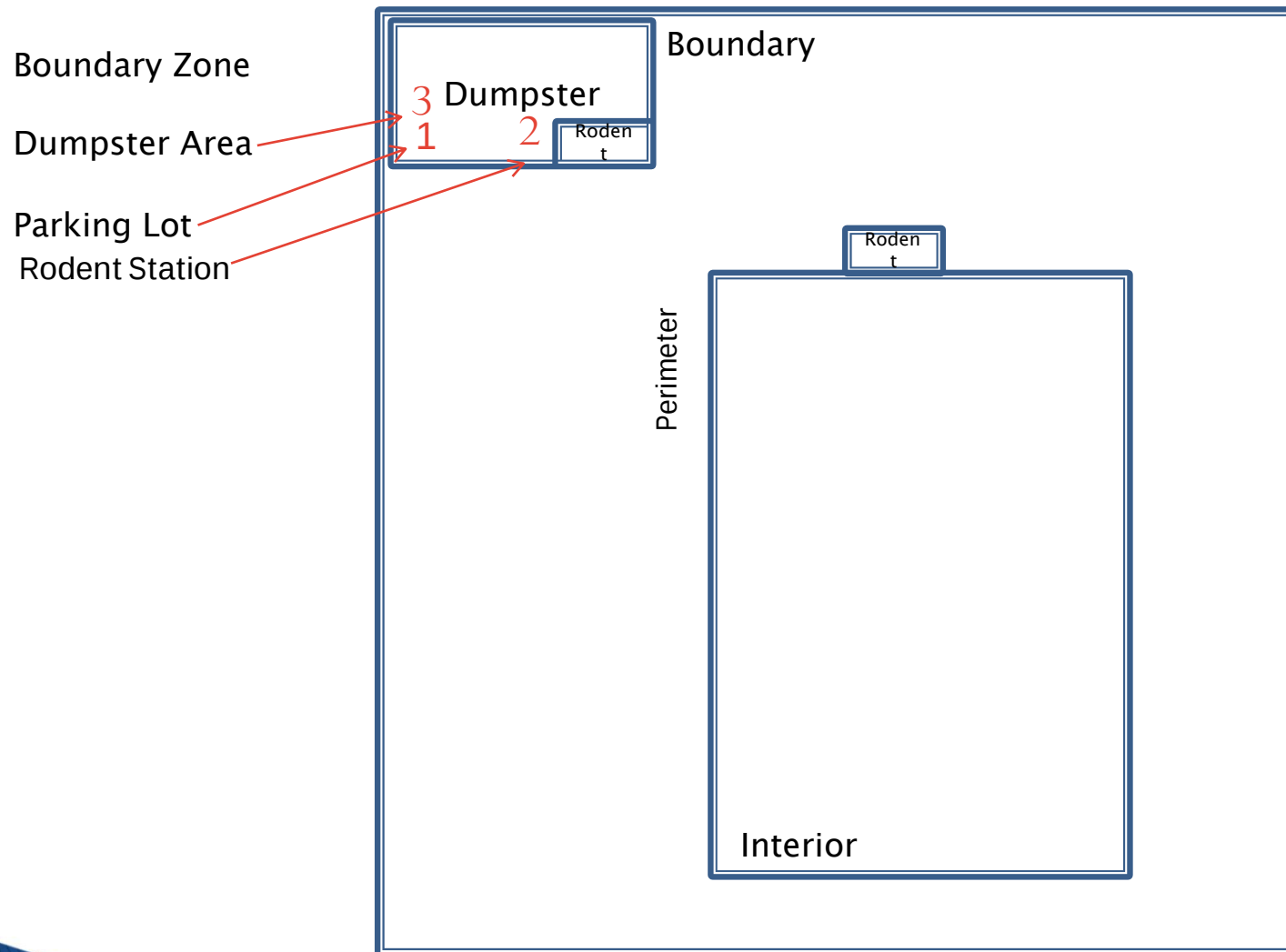
Three Service Zones
Interior

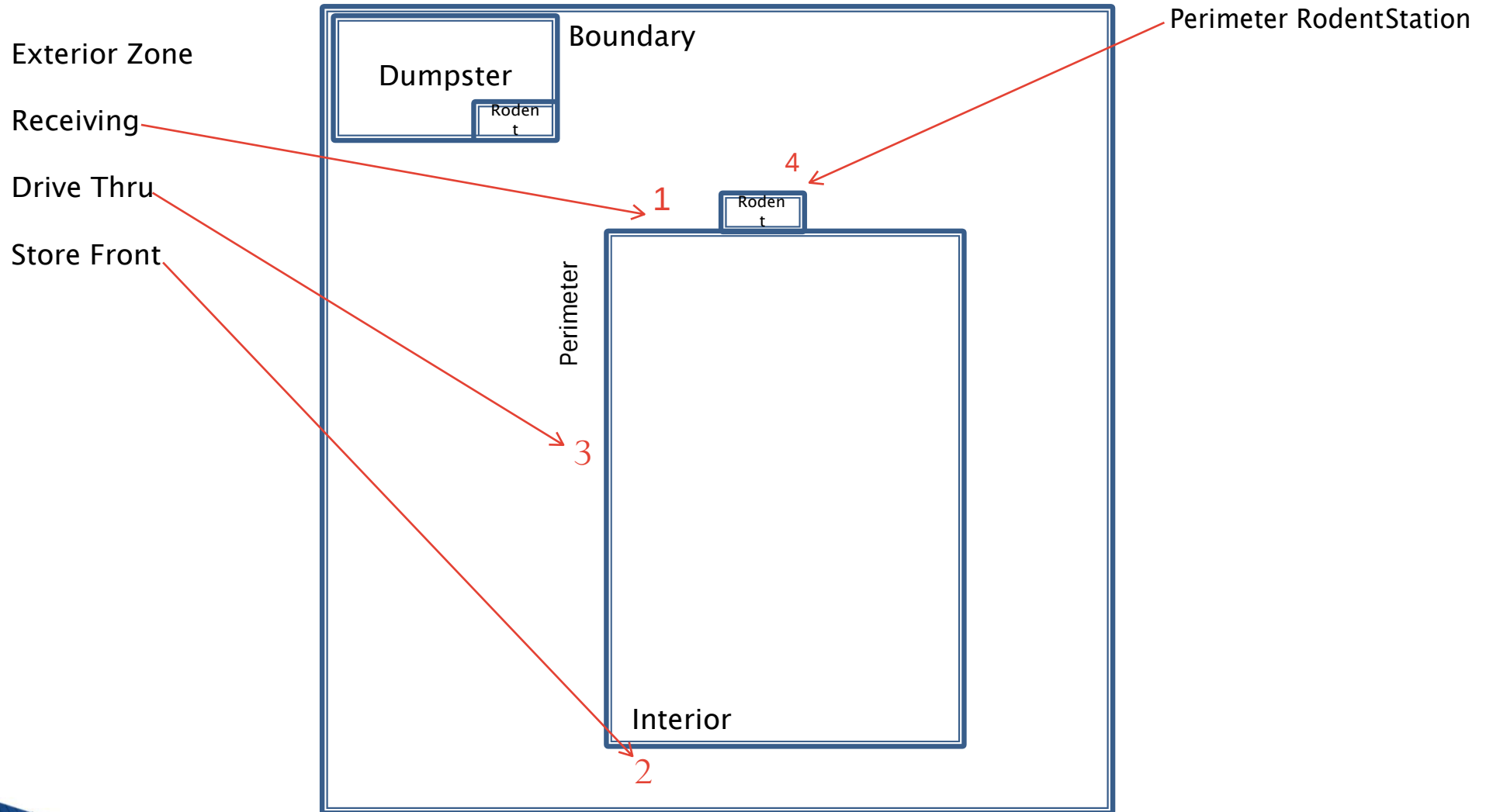
Exterior

Boundary

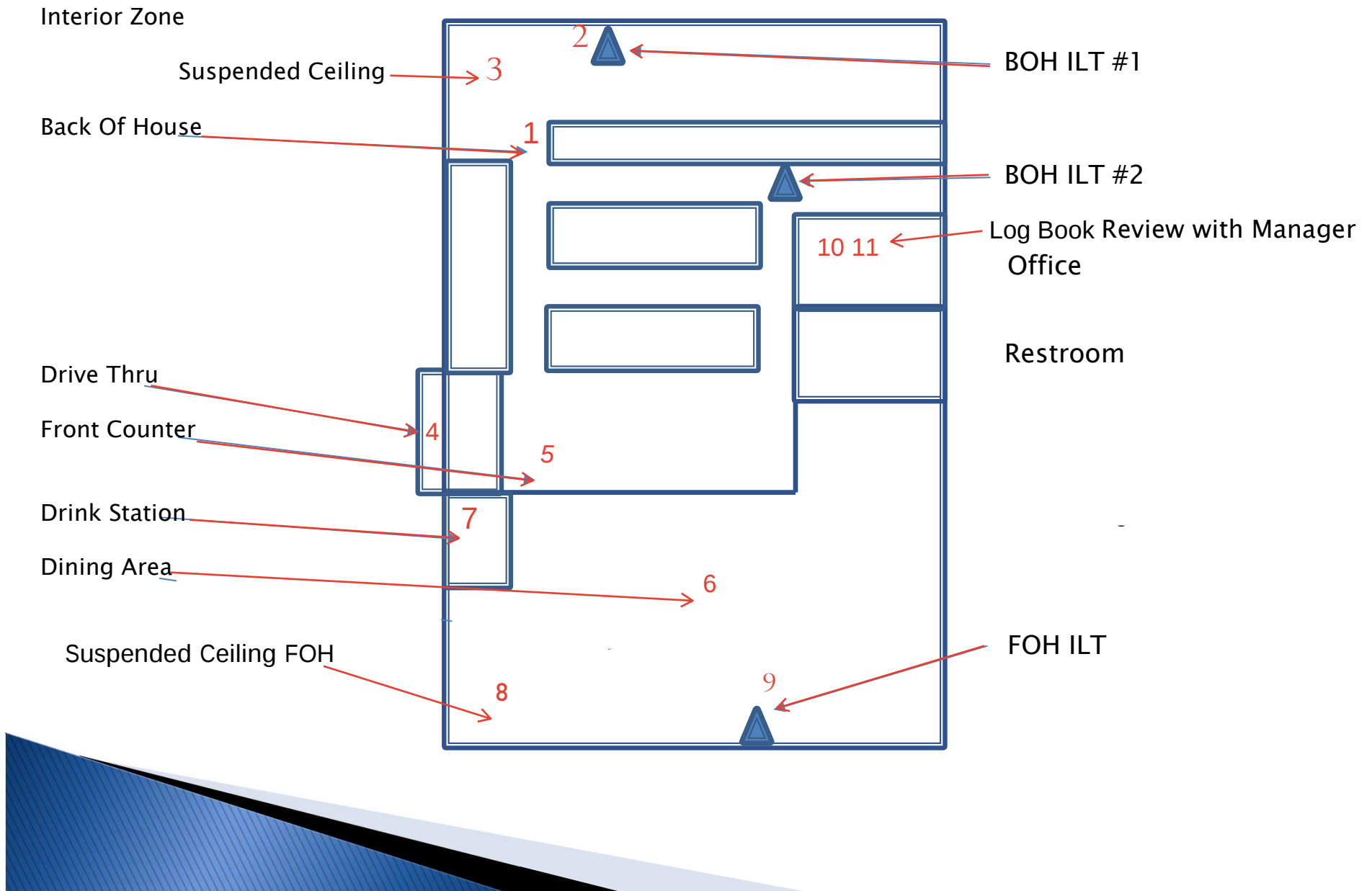


Barcode Location Placement for inspection points





Barcode Location Placement for inspection points





To: *Massey Service Center Managers*
From: *Tom Jarzynka*
Subject: *EZ Conceal Insect Monitor*
Date: *October 20, 2018*
cc: *Executive Team, Region & Division Managers, Technical & Training, Purchasing, file*

Last week at NPMA Pest World VM Products provided a preliminary introduction of the EZ Conceal Insect Monitor to convention attendees. Next week this product will be introduced to the rest of the pest management industry. See attached.

The EZ Conceal has multiple features that make it an attractive choice for our customers and us. The first and most obvious is, when properly placed, trapped insects are not readily visible. Many customers don't want to see bugs caught on traps. Food service accounts need to be monitored, but health inspectors write them up when insects are seen on monitors. Many commercial customers don't allow monitors to be used for this reason, or want to risk someone taking picture of insects on traps and posting it on social media. The ability to conceal the catch is a big advantage over other insect detection devices.

Other EZ Conceal features include:

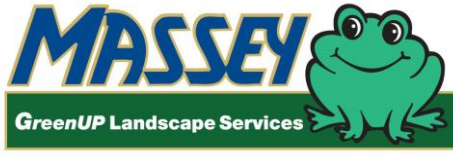
1. it is similar in size to standard cardboard monitors
2. the semi-permanent adhesive allows it to be attached to horizontal and vertical surfaces - a version with magnetic tape is being developed
3. the base fits evenly to the surface, no room for nymphs to get under it
4. the top can be removed with one hand, allowing you to hold a flashlight or other service device in the other hand
5. the glue board comes out of the monitor when the top is removed, again allowing service with one hand
6. the device can be placed with no glue board and used as a bait station
7. solid black, blends in, not readily visible in areas where roaches harbor

The EZ Conceal will be available through Univar. Massey Services is the first company to have private label EZ Conceal Station, AX product code is 838051. There are 10 to a bag. Our cost is \$2.20 per station, \$22.00 per bag. The EZ Conceal is to be provided as a premium product and resold to the customers like we do with rodent bait stations, fly lights, etc. Our resale price is \$3.70 each. The glue board refills are a new version of the Catch Master 72TC, renamed 72CRM. The 72 CRMs are perforated, can be used as one glue board (like the 72TC) or split into 4 refills for the EZ Conceal. The cost of both the 72TC and the 72CRM will be the same. Our cost for a Massey IDT is \$0.10. The EZ Conceal refills will be \$0.05 per perforated section. AX will be updated with the Catch Master 72CRM product code as soon as it is available.



COMMERCIAL





WEEKLY TRAINING SESSION



Granular Broadcast Application

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.0

Objectives: This lesson will teach the Team Member how to make a proper granular broadcast application using the Lesco Spreader.

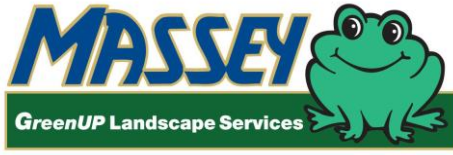
Length of lesson: Approx 60 minutes.

Materials needed:

- Training outline
- GreenUP Protocol ‘**Granular Broadcast Application- Lawn**’
- Measuring wheel
- Marking cones (if rolling on pavement)
- Stakes (if rolling on turf)
- An empty and clean Lesco High wheel spreader
- Spreader keys
- Stop watch

Training Guidelines:

- Prior to the beginning of class, make enough copies of the tests and training materials for all Team Members who are attending.
- Set up an indoor training area where the chance of being disturbed during the class is minimized.
- Set up a secure training area outside. To do this, find an area of turf or pavement where you can repeatedly walk without disruption. When a suitable area is found, measure out a 25x40 foot rectangle and mark the corners with the cones or stakes. Since the area is equal to 1000 sq. ft., Specialists can be timed (using an empty spreader) during their practice applications to help perfect their technique.
 - Begin the meeting inside. Define the training topic.
- Distribute and review the training topic materials. Use the Training outline as a guide for key points.
 - Do not read the outline to the class word for word: it should be used as a guide for your lesson, not a substitute for your natural teaching style.
 - Encourage active participation and group reading from all Team Members.
 - Ask probing questions to develop key points and to get your Specialists involved.
- After reading and reviewing the Training Outline, ask questions to verify everyone in the class understands the material and feel confident enough to do a practice run outside.
- Proceed outside to perform the practical portion of the training as defined in the Training Outline.
- Place the training materials and Verifiable Training Form in the Service Center Verifiable Training File.
 - A copy of the Verifiable Training Record must also be placed in each Team Member’s personal training file.
- Complete all Weekly VTM’s through Massey University.



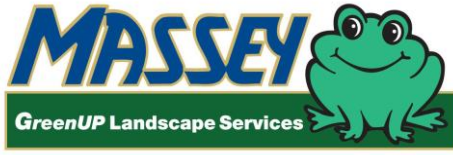
WEEKLY TRAINING SESSION



Granular Broadcast Application

Training Outline

1. Review the “Granular Broadcast Application- Lawn” protocol with all Team Members. Make sure everyone is familiarized with the key points prior to any applications.
2. The areas of concentration during the training should include:
 - **Calibration.** Demonstrate how to calibrate the spreader.
 - Focus on how the selector knob setting does not always match the key setting. Impress on the importance of using the keys to calibrate.
 - **Filling the spreader.** Discuss and demonstrate the proper way to fill the hopper.
 - Do not over fill as fatigue can result, affecting the pattern.
 - Always use the spreader cover to prevent potential spills.
 - **Proper stance.** Show all Team Member the proper way to stand behind the spreader.
 - Impress upon them the importance of holding the impeller level to the ground.
 - **Trim Position.** Demonstrate how to set the spreader for trimming.
 - Set the guard down and third hole closed.
 - Show where the material flows from the hopper and how the guards and hole closures limit the coverage.
 - Show when and where you use the trim position, e.g. turf edges, flower beds, pools.
 - **Fill Position.** Demonstrate how to set the spreader for filling an area.
 - Set the guard up and the third hole open.
 - Show where the material flows from the hopper with all of the holes open.
 - **3 point turn.** Demonstrate how to achieve proper coverage by doing a 3 point turn between passes.
 - It should take four turns to cross the practice area when walking along the 25 foot edge.
 - **Proper Overlap.** Each pass with the spreader must overlap to the closest wheel marks from the pass before. Proper overlap is essential to avoid streaking and to ensure the proper amount of control material is spread evenly over the treated area.
 - **Removal of fertilizer debris from impervious surfaces.** After application, fertilizer debris must be cleaned from all impervious surfaces using a blower.
 - This includes all sidewalks, driveways and the roadway.
 - Failure to remove fertilizer debris from impervious surfaces is a violation of state law as well as many local ordinances.

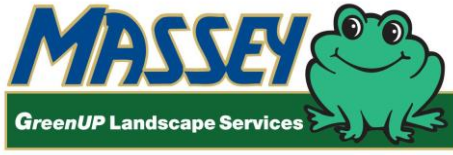


WEEKLY TRAINING SESSION



Granular Broadcast Application

3. After the protocol has been reviewed and the meeting conductor has completed their demonstration, each Team Member will perform a mock treatment of the measured area. This is done with an empty spreader when performed on a paved surface.
 - Designate a timekeeper and use a stop watch to mark the progress of each applicator.
 - Ensure each person makes at least one application that is “perfect” according to the protocol.
 - A proper application should take between 1:00 and 1:05.
 - The application should have even coverage across the entire area.
 - During each pass, verify all components of an application are performed correctly.
 - Several application passes should be made for each Team Member. Evaluate every application and make any adjustments as needed.
 - A Team Member has completed this training only when they can properly deliver a granular application to the treatment area.
4. After all Team Members have completed the practical portion of this lesson, mark a “V” in the Post-test column of the Verifiable Training Record.
 - This indicates you have verified the Team Member is capable of making a proper application.



WEEKLY TRAINING SESSION

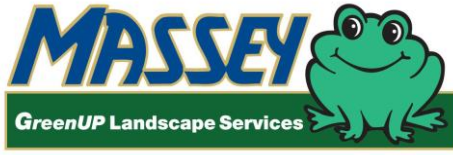


Granular Broadcast Application

Name _____ Date _____

PRE & POST TEST

1. T or F The spreader is calibrated by the use of the numbers on the back of the spreader.
2. T or F The spreader should always be filled to the top to increase productivity.
3. T or F The spreader should be filled on an impervious surface.
4. T or F When using the deflector shield, the third hold should be closed.
5. T or F When the deflector shield is in the up position, the third hole should be open.
6. T or F Each pass of the fertilizer thrown from the spreader should overlap to the closest wheel marks from the pass before.
7. T or F Fertilizer debris must be removed from impervious surfaces using a blower.
8. T or F Fertilizer debris must be removed from the roadway after application.



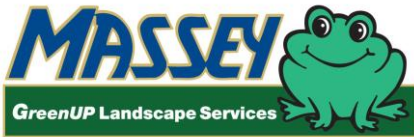
WEEKLY TRAINING SESSION



Granular Broadcast Application

PRE & POST TEST ANSWER KEY

1. T or ☒ F The spreader is calibrated by the use of the numbers on the back of the spreader.
2. T or ☒ F The spreader should always be filled to the top to increase productivity.
3. ☒ T or F The spreader should be filled on an impervious surface.
4. ☒ T or F When using the deflector shield, the third hold should be closed.
5. ☒ T or F When the deflector shield is in the up position, the third hole should be open.
9. ☒ T or F Each pass of the fertilizer thrown from the spreader should overlap to the closest wheel marks from the pass before.
6. ☒ T or F Fertilizer debris must be removed from impervious surfaces using a blower.
7. ☒ T or F Fertilizer debris must be removed from the roadway after application.



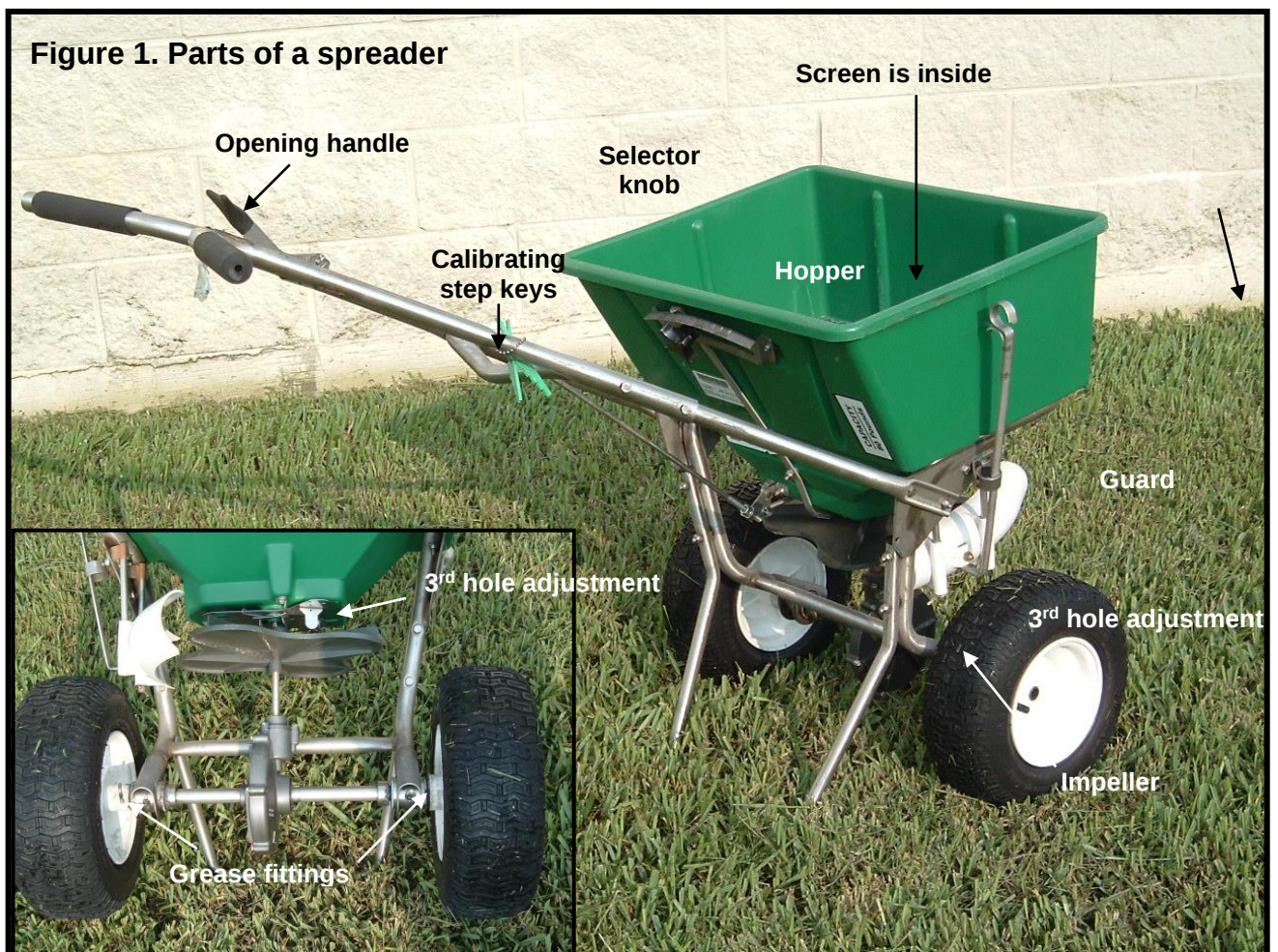
GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

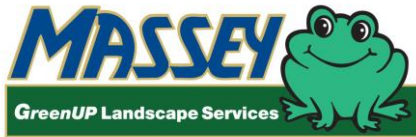
Granular Broadcast Application

Objective

The Lesco rotary spreader is designed to make even applications of granular materials to turf. The granular products normally applied with this spreader include fertilizers and pH adjustments. When used properly, a Specialist will be able to apply any granular material at a rate of one thousand square feet per minute.

Knowing Your Spreader





GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

Granular Broadcast Application

Calibrating Your Spreader

Calibrating your spreader should be done on whenever a new product is used and monitored on a daily basis.

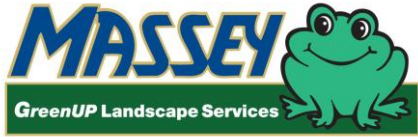
- Check the Agronomic Program for the appropriate usage rate of the material.
- Read the product labeling to find the appropriate spreader setting for the required application rate.
 - If the settings are not listed, contact the QA Department.
- Fully open the adjustable holes at the bottom of the hopper by moving the adjustor knob to the far right.
- Insert calibration step key into the middle hole of the spreader.
- Close the adjustor knob so that the bottom plate touches the spreader key at the desired key step and tighten the adjustment knob.
- Remove the calibration key. Close and open the bottom plate by releasing the opening handle and reinsert the key to verify the setting.
- Close the bottom plate.



Figure 2. Place calibration step key placed in the center hole to calibrate spreader

Applying Material

- Verify the spreader is closed and that the filter screen is in the hopper prior to loading the spreader with material.
- To load the spreader, place it on the pavement. **Never fill a spreader on a lawn!**
- Fill the hopper with the amount of material necessary to cover that property plus approximately 10 lbs.
 - Do not put more material in the hopper than you can comfortably push
 - Put the remaining material back into the bag between stops
- Attach the spreader cover. Use the cover even when there is no rain. It will prevent a spill if the spreader were to tip over.
- Prepare the spreader for trimming by closing the adjustable third hole and lowering the guard.
- Start your application in a front corner of the front yard.
- Trim out the entire lawn, including all planting beds, by proceeding along the right edge of the lawn.
- Upon completion of the trim passes, proceed to the back yard. Position the spreader approximately 7 feet in from the trim pass, which is approximately 3 steps in an arc (See Figure 3).
- Open the third hole and raise the guard.



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

Granular Broadcast Application

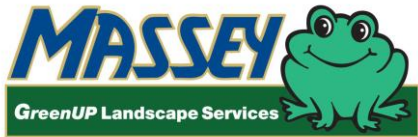
- Begin filling the back yard by applying the material in a straight line across the lawn, making sure not to get anything on hard surfaces or in beds.
- At the completion of each pass, move over 7 feet. This roughly equals three steps.
 - When your spacing is correct, the edge of the material flow will touch the wheel tracks of your last pass.
- Periodically check the paddles for any build up of material. Scrape off any residue if needed. Build up of material on the paddles will alter the pattern of your throw.
- When the last pass is completed, use a blower to remove any material off of hard surfaces. This includes all sidewalks, driveways and the roadway. Remember, fertilizer is corrosive, and some products can stain.

Creating the Correct Spreader Pattern

The proper applications of dry materials require good trim and fill techniques and appropriate spacing. Overlapping the spreader pattern ensures that the dose of material being applied is even and consistent.

Steps to correctly applying dry broadcast materials are:

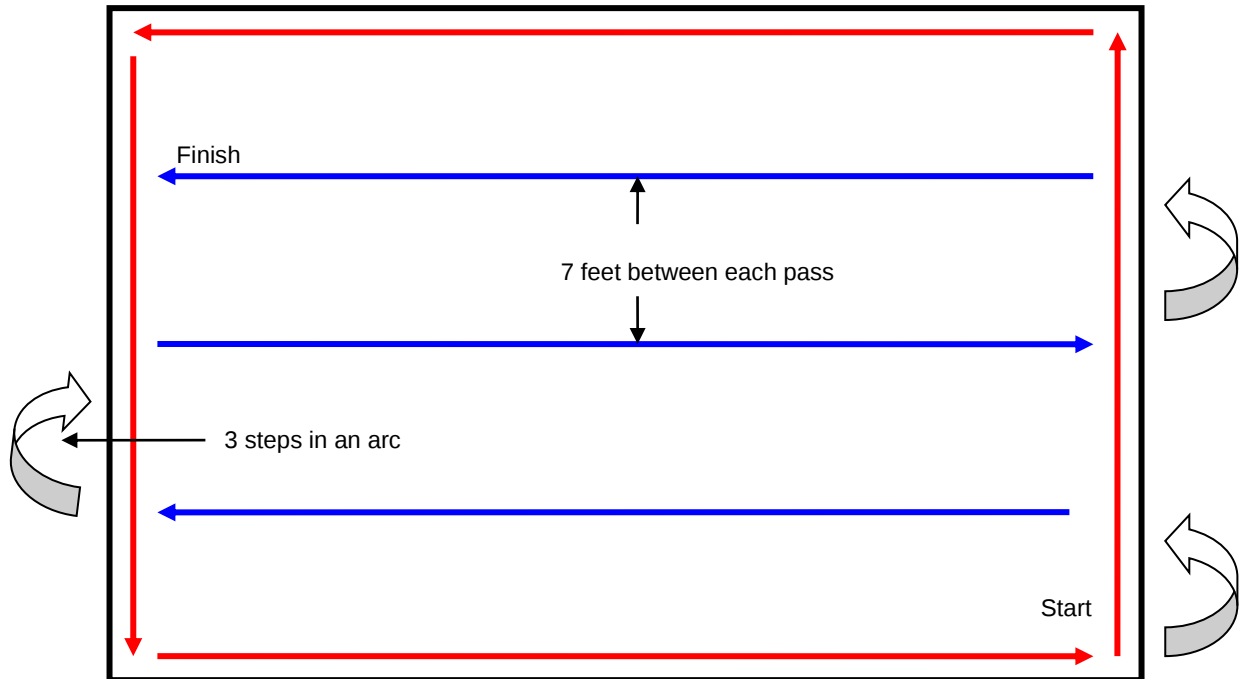
- Start in the back yard and work in blocks.
 - In your mind, break the lawn up into square or rectangular sections to make the application easier.
 - Find an object in the distance to walk towards
 - Always look ahead, not down at your feet
 - Locate the longest straight edge and fill parallel to it.
 - Use natural edges, such as fences, ornamental beds, or property lines as the boundaries when possible.
 - Make sure that each pass overlaps to the closest wheel marks from your last pass.
- Trim around the perimeter of each block, focusing on places that are hard to reach.
 - Trimming should be completed prior to starting the fill passes, except when trimming hard to reach areas: fill them in before moving on.
- Make your fill passes using the Fill Position technique after.
- Repeat the process of blocking, trimming and filling in the backyard.
 - When moving from the front yard to the backyard, trim down the sides of the structure.



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

Granular Broadcast Application

Figure 3. Proper Trim and Fill pattern for optimum coverage



At the End of the Day

- Empty all excess material from the hopper and place it back into the labeled bag. Never let fertilizer sit in the spreader overnight.
- Grease all of the spreader fittings. Many older spreaders have fittings on the impeller shaft as well as those found on the axle.
- Clean and wash the spreader. This includes scraping any residue from the paddles, rinsing out the hopper and removing all dirt and debris from the spreader.

Liquid Broadcast Application

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.5

Objectives: This lesson is designed to teach proper Liquid Broadcast Application techniques.

Length of lesson: Approx 90 minutes.

Materials needed:

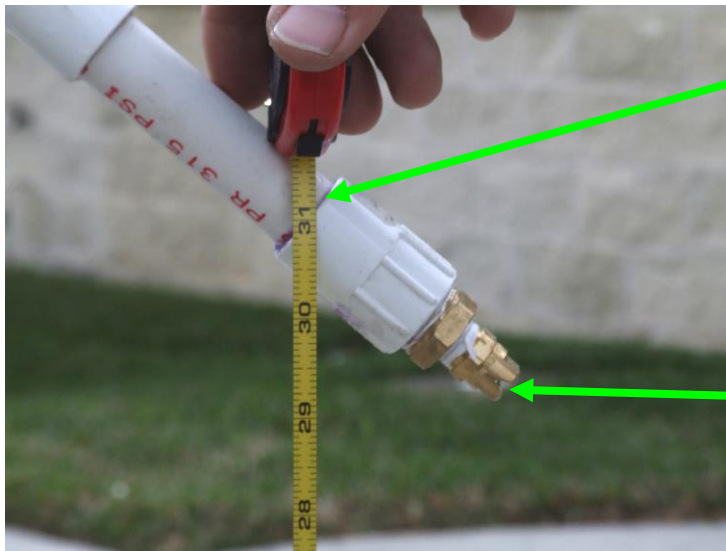
- Training Guideline
- GreenUP Protocol Liquid Broadcast Application document. Located in the G:Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Lawn Care Basic Application
- Lawn truck with CLEAN Droptank.
- Lawn Wand with weighted string attached (see specification below)
- 40 by 25 area (a turf area is preferred).
- Stop watch
- Pre- and Post- tests.

Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
 - Allow a few minutes for Team Members to complete the Pre-test.
 - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the training materials on Use the Training outline as a guide for key points.
 - Encourage active participation from all Team Members
 - Ask probing questions to develop key points
 - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly Training through Massey University.
- Take all Specialists out to the 40 by 25 area. Allow each Specialist (even the ones who have used the Lawn Spray Wand previously) to make the proper application.
 - Make sure the wand is held at the proper height and parallel to the ground.
 - Time each 40 foot pass (it should take 10 seconds each pass). Do not be concerned about the total time for the 1000 sq. ft. The important part is 10 seconds per pass.
 - Check for proper overlap. (1 foot on each side).
 - Practice the "Trim" technique.
- Provide each Specialist with the Lawn Spray Wand. Calibrate each truck for 5 gallons per minute. Ensure the pressure is as low as possible while still getting 5 gallons per minute.

Liquid Broadcast Application

Tie a few large washers or fishing weight at the end of the string so they will weight the bottom of the string to the ground. Tie the weighted string to the point shown below ensuring that from the tie point to the bottom of the washers or weight is 31 inches.



Tie string here.

Nozzle will be 29
inches from the
ground.



WEEKLY TRAINING SESSION



Liquid Broadcast Application

Name _____ Date _____

PRE & POST TEST

1. The Lawn Wand is calibrated to put out _____ gallons in 1 minute.
 - a. 2
 - b. 3
 - c. 4
 - d. 5
2. T or F The amount of time it takes to treat 1000 sq. ft. is one minute.
3. The amount of water that will be applied in 1 minute over 1000 sq. ft. is _____ gallons.
 - a. 2
 - b. 3
 - c. 4
 - d. 5
4. T or F The Lawn Spray Wand is designed to duplicate the application of a boom sprayer using only one spray nozzle.
5. T or F The Lawn Spray Wand is moved quickly in a side to side motion.
6. T or F If the total application pattern is smaller than 6 feet and the walking pace of the applicator remains constant, more material will be applied in the given area.
7. At the proper walking speed, _____ linear feet will be covered in 10 seconds.
 - a. 10
 - b. 40
 - c. 50
 - d. 60
8. T or F In the proper trim position, the applicator will be closer to the object that he does not wish to spray.
9. T or F In the proper trim position, the nozzle of the Lawn Spray Wand will be closer to the ground than in the fill position.



WEEKLY TRAINING SESSION



Liquid Broadcast Application

10. T or F In the proper fill position, the nozzle of the Lawn Spray Wand will be 29 to 32 inches from the ground and the middle length of the wand will be kept parallel to the ground.
11. T or F The amount of overlap required between fill passes is about 1 foot on each side.
12. T or F Dripping on non-target areas is avoided by holding the nozzle of the wand up when walking over concrete or roadway areas.

Liquid Broadcast Application

PRE & POST TEST ANSWER KEY

1. The Lawn Wand is calibrated to put out _____ gallons in 1 minute.
 - a. 2
 - b. 3
 - c. 4
 - ☒ d. 5
2. ☒ T or F The amount of time it takes to treat 1000 sq. ft. is one minute.
3. The amount of water that will be applied in 1 minute over 1000 sq. ft. is _____ gallons.
 - a. 2
 - b. 3
 - c. 4
 - ☒ d. 5
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 - ☒ b. 40
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WEEKLY TRAINING SESSION



Liquid Broadcast Application

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11. ☒ T or F The amount of overlap required between fill passes is about 1 foot on each side.
12. ☒ T or F Dripping on non-target areas is avoided by holding the nozzle of the wand up when walking over concrete or roadway areas.

LIQUID BROADCAST APPLICATION**Objective**

Liquid broadcast applications are made as a standard part of the Agronomic Program. The Lawn Wand is used to make all liquid broadcast applications to turf. Materials that are normally applied with the Lawn Wand include fertilizers, micronutrients, and insecticides. When used properly, a Specialist will be able to consistently make a liquid broadcast application to a lawn at a rate of 5 gallons per 1000 sq. ft. (depending on the vehicle) in one minute.

Knowing Your Equipment

The Lesco Spray Gun is used as the trigger valve for the Lawn Spray Wand. Do not use a ball valve such as the Apollo Valve pictured below. The Lesco Spray Gun was chosen to provide proper on/off control of the application and can be easily rebuilt when needed.



Figure 1. Lesco Spray Gun



Figure 2. Apollo Valve

Figure 3. Apollo Valve

Proper Calibration

The pump should be calibrated to put out 5 gallons per minute. Keep the pressure as low as possible to still maintain the proper output. This will keep mist down to a minimum. At the proper pressure, the tip of the Lawn Spray Wand will just begin to elevate itself. Too much pressure will produce unnecessary mist, which may cause staining and will give kickback when the valve is first opened.

Applying Material

The thought behind the use of the Lawn Spray Wand is to duplicate the application that is performed with a boom sprayer having multiple nozzles using one nozzle and multiple passes. The application is performed in the same general manner as the weed control application. The wand is not moved from side to side. The wand is held at a height to achieve a total spray pattern of about 6 feet. If the wand is held lower or if the tip is closer to the ground, the pattern will be reduced. If this happens and the walking speed is kept at the standard pace, the spray application will be more concentrated and lawn damage could occur.



GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

The walking speed for the Liquid Broadcast Application is the same walking speed as the backpack weed control and granular broadcast applications. This is a speed that will cover 50 linear feet in 12 seconds. When you are counting 1001, 1002, 1003, each count should be a step 1000-step, 1-step, 1000-step, 2-step. Begin moving as soon as you begin to spray. Otherwise, a heavy concentration will be applied in a small area.

A smooth walking motion without bouncing as you walk is important for an even application.

Two positions are used when applying liquid material: the trim position for edging near the side of the home, sidewalks or driveways and the fill position. Careful attention must be paid when treating around concrete areas, the side of the home or other non-target surfaces. This is not only important to avoid staining from Pre-M, Iron or Manganese, but also because we should not be applying any pesticide to non-target areas. Attention must also be paid to ensure that the turf area near the concrete is properly covered to ensure control of chinch bugs and other problems that may infest this area. Trimming and filling correctly are needed to create a good spray pattern and to evenly cover the turf.

Trim Position

Position yourself close to the object you do not wish to spray with the arm you use to hold the wand closest to the object you do not wish to spray. Lower the wand and angle away from the non-target area. Move your elbow away from your body and bend your wrist slightly toward your body to keep the spray pattern horizontally in front of you. The center of the spray pattern should be about two feet from the edge of the turf while the edge of the spray pattern is hitting right at the edge.

Very tight areas (3 feet or less) will require you to reduce the output of the spray by not opening the spray valve fully and/or increasing your walking speed.



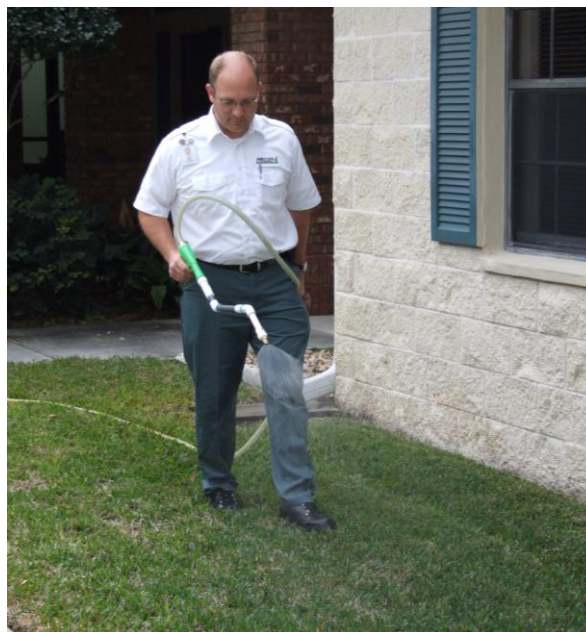


GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

Fill Position

The lawn spray wand must be held in the manner shown. The middle length of the wand (between the two 45 degree elbows) must be held parallel to the ground to get the correct angle of spray. It should be held at a height so the nozzle is a minimum of 29 inches from the ground and a maximum of 32 inches from the ground. The spray pattern should be a total of about 6 feet. If the wand is held lower or if the tip is closer to the ground, the pattern will be reduced. If this happens and the spray pace is kept constant, the spray application will be more concentrated and lawn damage could occur. If the wand is held too high, some of the spray will be lost to mist. A smooth walking motion without bouncing as you walk is important for an even application.



Proper application of liquid materials requires good Trim and Fill techniques, but it also relies upon appropriate spacing. Overlapping the spray pattern ensures that the dose of material being applied is even and consistent.

Areas that have been trimmed will require a greater overlap than fill areas depending on the angle of the pattern that was applied. Typical overlap for trimmed areas would be about 2 feet. Fill pattern treatments will require an overlap of one foot on each side of the spray pattern.

With either position, begin moving as soon as you begin to spray. Otherwise, a heavy concentration will be applied in a small area. Hold the hose in front of you with your other arm. Allow enough slack to prevent restriction of the spraying arm. Do not place the hose over your shoulder. This will result in potential exposure to the fertilizer and pesticides.

Any time you walk across concrete areas or the roadway, position the tip of the Lawn Spray Wand up so it does not drip. This is imperative to avoid drip stains and concrete is a non-target area where products should not be applied. Never allow the spray to enter a body of water, storm sewer or fishpond. Most pesticides are deadly to fish.

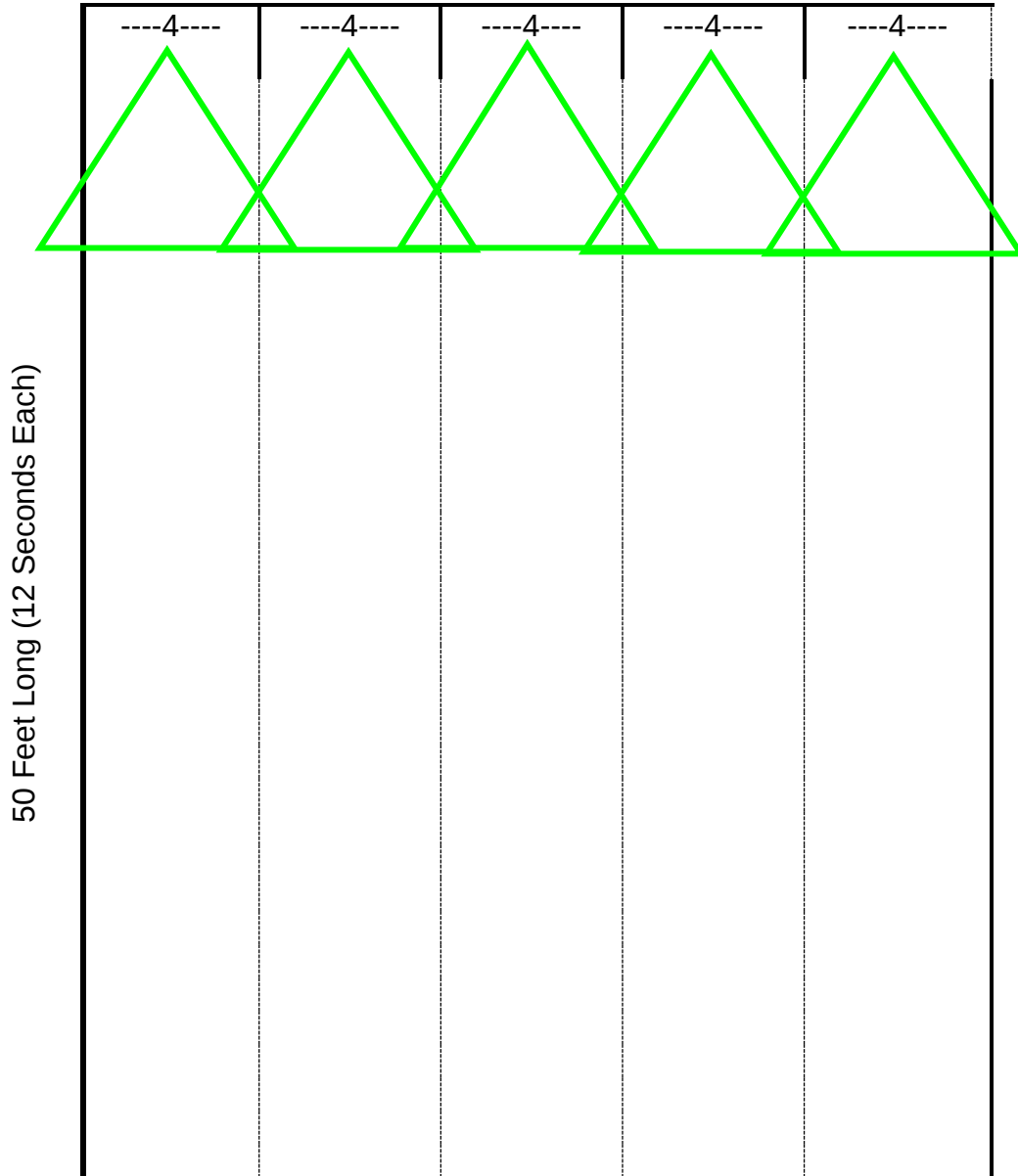


GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

Liquid Broadcast Application

20 Feet Wide (5 passes with 4 foot effective spray. One foot overlap on each side)





GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

In addition to making a perfect application, it is also important to work in an efficient manner. Be mindful of time spent during the application where spraying is not actually occurring. This is the unproductive time that can be removed from your day without impacting the time needed for a perfect application.

You will also need to be mindful of not getting wrapped around trees or causing damage with the spray hose. Be careful of irrigation heads and tender annuals or shrubs.

Steps to correctly applying liquid broadcast materials are:

- Start in the front yard and work in blocks.
 - In your mind, break the lawn up into square or rectangular sections to make the application easier.
 - Find an object in the distance to walk towards
 - Always look ahead, not down at your feet
 - Locate the longest straight edge and fill parallel to it.
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- Use the Trim Position technique to apply material around the perimeter of each block, focusing on places that are hard to reach.
 - Trimming should be completed prior to starting the fill passes, except when trimming hard to reach areas: fill them in before moving on.
- Make your fill passes using the Fill Position technique after the blocks in the front have been trimmed.
- Repeat the process of blocking, trimming and filling in the backyard.
 - When moving from the front yard to the backyard, trim down the sides of the structure.
- Be careful when pulling long lengths of hose around objects, such as houses, trees and shrub beds. You can easily damage property.
- When the treatment is complete, align the hose with the vehicle and ensure there are no obstacles.
 - Be sure there are no beds or structures between where the hose lays and the vehicle.
- Hold the spray wand in your hand, walk back to the vehicle, and roll up the hose.
 - Do not leave the gun on the ground and roll up the hose. This is a very dangerous practice.
 - When rolling up the hose, make sure to guide the hose so that it sits correctly on the reel.
- **Any time you walk across concrete areas or the roadway, position the tip of the Lawn Spray Wand up so it does not drip.** This is imperative to avoid drip stains and concrete is a non-target area where products should not be applied.

Liquid Broadcast Application

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.5

Objectives: This lesson is designed to teach proper Liquid Broadcast Application techniques.

Length of lesson: Approx 90 minutes.

Materials needed:

- Training Guideline
- GreenUP Protocol Liquid Broadcast Application document. Located in the G:Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Lawn Care Basic Application
- Lawn truck with CLEAN Droptank.
- Lawn Wand with weighted string attached (see specification below)
- 40 by 25 area (a turf area is preferred).
- Stop watch
- Pre- and Post- tests.

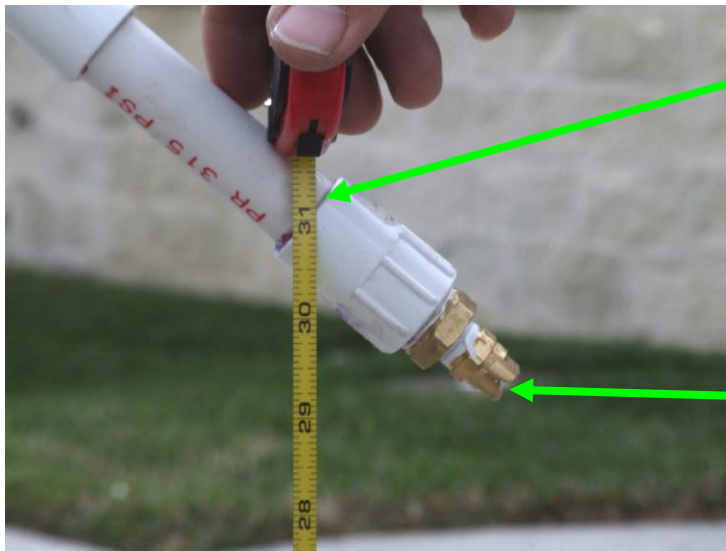
Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
 - Allow a few minutes for Team Members to complete the Pre-test.
 - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the training materials on Use the Training outline as a guide for key points.
 - Encourage active participation from all Team Members
 - Ask probing questions to develop key points
 - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly Training through Massey University.
- Take all Specialists out to the 40 by 25 area. Allow each Specialist (even the ones who have used the Lawn Spray Wand previously) to make the proper application.
 - Make sure the wand is held at the proper height and parallel to the ground.
 - Time each 40 foot pass (it should take 10 seconds each pass). Do not be concerned about the total time for the 1000 sq. ft. The important part is 10 seconds per pass.
 - Check for proper overlap. (1 foot on each side).
 - Practice the "Trim" technique.
- Provide each Specialist with the Lawn Spray Wand. Calibrate each truck for 5 gallons per minute. Ensure the pressure is as low as possible while still getting 5 gallons per minute.



Liquid Broadcast Application

Tie a few large washers or fishing weight at the end of the string so they will weight the bottom of the string to the ground. Tie the weighted string to the point shown below ensuring that from the tie point to the bottom of the washers or weight is 31 inches.



Tie string here.

Nozzle will be 29
inches from the
ground.



WEEKLY TRAINING SESSION



Liquid Broadcast Application

Name _____ Date _____

PRE & POST TEST

1. The Lawn Wand is calibrated to put out _____ gallons in 1 minute.
 - a. 2
 - b. 3
 - c. 4
 - d. 5
2. T or F The amount of time it takes to treat 1000 sq. ft. is one minute.
3. The amount of water that will be applied in 1 minute over 1000 sq. ft. is _____ gallons.
 - a. 2
 - b. 3
 - c. 4
 - d. 5
4. T or F The Lawn Spray Wand is designed to duplicate the application of a boom sprayer using only one spray nozzle.
5. T or F The Lawn Spray Wand is moved quickly in a side to side motion.
6. T or F If the total application pattern is smaller than 6 feet and the walking pace of the applicator remains constant, more material will be applied in the given area.
7. At the proper walking speed, _____ linear feet will be covered in 10 seconds.
 - a. 10
 - b. 40
 - c. 50
 - d. 60
8. T or F In the proper trim position, the applicator will be closer to the object that he does not wish to spray.
9. T or F In the proper trim position, the nozzle of the Lawn Spray Wand will be closer to the ground than in the fill position.



WEEKLY TRAINING SESSION



Liquid Broadcast Application

10. T or F In the proper fill position, the nozzle of the Lawn Spray Wand will be 29 to 32 inches from the ground and the middle length of the wand will be kept parallel to the ground.
11. T or F The amount of overlap required between fill passes is about 1 foot on each side.
12. T or F Dripping on non-target areas is avoided by holding the nozzle of the wand up when walking over concrete or roadway areas.

Liquid Broadcast Application

PRE & POST TEST ANSWER KEY

1. The Lawn Wand is calibrated to put out _____ gallons in 1 minute.
 - a. 2
 - b. 3
 - c. 4
 - ☒ d. 5
2. ☒ T or F The amount of time it takes to treat 1000 sq. ft. is one minute.
3. The amount of water that will be applied in 1 minute over 1000 sq. ft. is _____ gallons.
 - a. 2
 - b. 3
 - c. 4
 - ☒ d. 5
4. ☒ T or F The Lawn Spray Wand is designed to duplicate the application of a boom sprayer using only one spray nozzle.
5. T or ☒ F The Lawn Spray Wand is moved quickly in a side to side motion.
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8. ☒ T or F In the proper trim position, the applicator will be closer to the object that he does not wish to spray.
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WEEKLY TRAINING SESSION



Liquid Broadcast Application

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LIQUID BROADCAST APPLICATION

Objective

Liquid broadcast applications are made as a standard part of the Agronomic Program. The Lawn Wand is used to make all liquid broadcast applications to turf. Materials that are normally applied with the Lawn Wand include fertilizers, micronutrients, and insecticides. When used properly, a Specialist will be able to consistently make a liquid broadcast application to a lawn at a rate of 5 gallons per 1000 sq. ft. (depending on the vehicle) in one minute.

Knowing Your Equipment

The Lesco Spray Gun is used as the trigger valve for the Lawn Spray Wand. Do not use a ball valve such as the Apollo Valve pictured below. The Lesco Spray Gun was chosen to provide proper on/off control of the application and can be easily rebuilt when needed.



Figure 1. Lesco Spray Gun



Figure 2. Apollo Valve

Figure 3. Apollo Valve

Proper Calibration

The pump should be calibrated to put out 5 gallons per minute. Keep the pressure as low as possible to still maintain the proper output. This will keep mist down to a minimum. At the proper pressure, the tip of the Lawn Spray Wand will just begin to elevate itself. Too much pressure will produce unnecessary mist, which may cause staining and will give kickback when the valve is first opened.

Applying Material

The thought behind the use of the Lawn Spray Wand is to duplicate the application that is performed with a boom sprayer having multiple nozzles using one nozzle and multiple passes. The application is performed in the same general manner as the weed control application. The wand is not moved from side to side. The wand is held at a height to achieve a total spray pattern of about 6 feet. If the wand is held lower or if the tip is closer to the ground, the pattern will be reduced. If this happens and the walking speed is kept at the standard pace, the spray application will be more concentrated and lawn damage could occur.



GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

The walking speed for the Liquid Broadcast Application is the same walking speed as the backpack weed control and granular broadcast applications. This is a speed that will cover 50 linear feet in 12 seconds. When you are counting 1001, 1002, 1003, each count should be a step 1000-step, 1-step, 1000-step, 2-step. Begin moving as soon as you begin to spray. Otherwise, a heavy concentration will be applied in a small area.

A smooth walking motion without bouncing as you walk is important for an even application.

Two positions are used when applying liquid material: the trim position for edging near the side of the home, sidewalks or driveways and the fill position. Careful attention must be paid when treating around concrete areas, the side of the home or other non-target surfaces. This is not only important to avoid staining from Pre-M, Iron or Manganese, but also because we should not be applying any pesticide to non-target areas. Attention must also be paid to ensure that the turf area near the concrete is properly covered to ensure control of chinch bugs and other problems that may infest this area. Trimming and filling correctly are needed to create a good spray pattern and to evenly cover the turf.

Trim Position

Position yourself close to the object you do not wish to spray with the arm you use to hold the wand closest to the object you do not wish to spray. Lower the wand and angle away from the non-target area. Move your elbow away from your body and bend your wrist slightly toward your body to keep the spray pattern horizontally in front of you. The center of the spray pattern should be about two feet from the edge of the turf while the edge of the spray pattern is hitting right at the edge.

Very tight areas (3 feet or less) will require you to reduce the output of the spray by not opening the spray valve fully and/or increasing your walking speed.



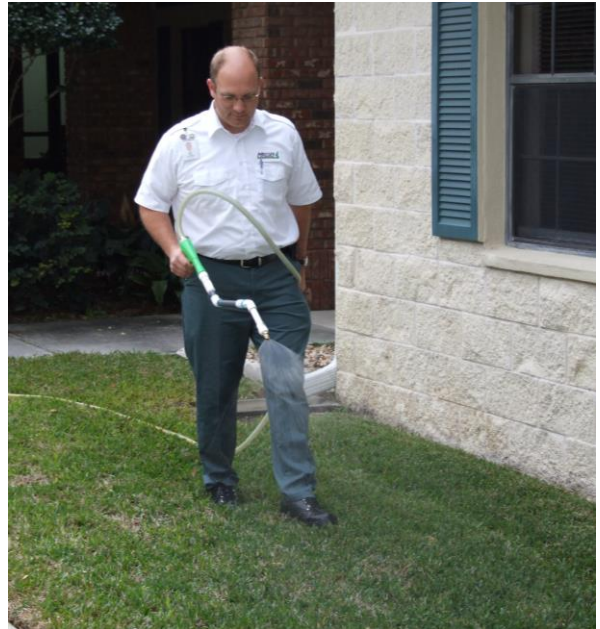


GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

Fill Position

The lawn spray wand must be held in the manner shown. The middle length of the wand (between the two 45 degree elbows) must be held parallel to the ground to get the correct angle of spray. It should be held at a height so the nozzle is a minimum of 29 inches from the ground and a maximum of 32 inches from the ground. The spray pattern should be a total of about 6 feet. If the wand is held lower or if the tip is closer to the ground, the pattern will be reduced. If this happens and the spray pace is kept constant, the spray application will be more concentrated and lawn damage could occur. If the wand is held too high, some of the spray will be lost to mist. A smooth walking motion without bouncing as you walk is important for an even application.



Proper application of liquid materials requires good Trim and Fill techniques, but it also relies upon appropriate spacing. Overlapping the spray pattern ensures that the dose of material being applied is even and consistent.

Areas that have been trimmed will require a greater overlap than fill areas depending on the angle of the pattern that was applied. Typical overlap for trimmed areas would be about 2 feet. Fill pattern treatments will require an overlap of one foot on each side of the spray pattern.

With either position, begin moving as soon as you begin to spray. Otherwise, a heavy concentration will be applied in a small area. Hold the hose in front of you with your other arm. Allow enough slack to prevent restriction of the spraying arm. Do not place the hose over your shoulder. This will result in potential exposure to the fertilizer and pesticides.

Any time you walk across concrete areas or the roadway, position the tip of the Lawn Spray Wand up so it does not drip. This is imperative to avoid drip stains and concrete is a non-target area where products should not be applied. Never allow the spray to enter a body of water, storm sewer or fishpond. Most pesticides are deadly to fish.

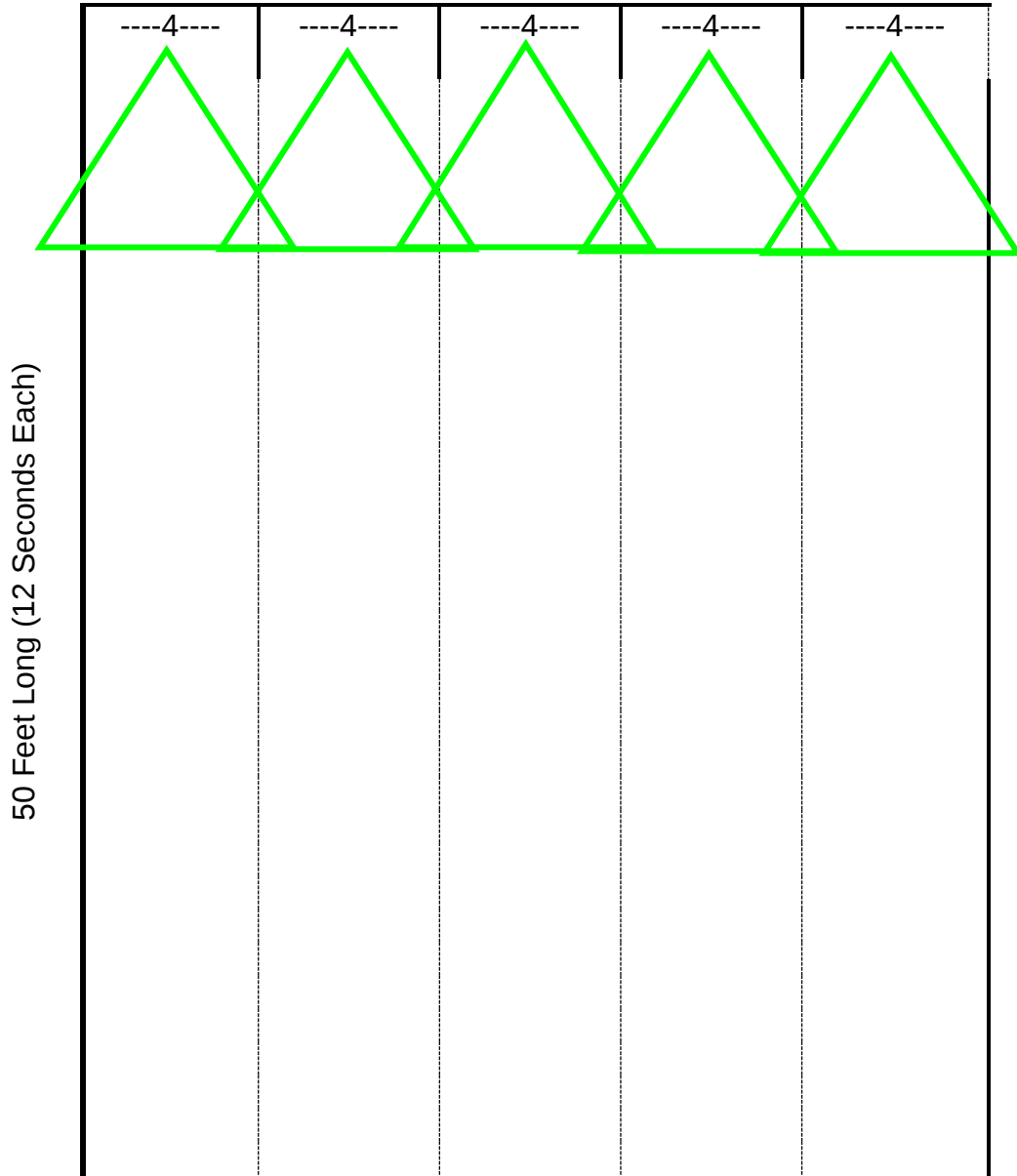


GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

Liquid Broadcast Application

20 Feet Wide (5 passes with 4 foot effective spray. One foot overlap on each side)





GREENUP SERVICE PROTOCOLS

LIQUID BROADCAST APPLICATION

In addition to making a perfect application, it is also important to work in an efficient manner. Be mindful of time spent during the application where spraying is not actually occurring. This is the unproductive time that can be removed from your day without impacting the time needed for a perfect application.

You will also need to be mindful of not getting wrapped around trees or causing damage with the spray hose. Be careful of irrigation heads and tender annuals or shrubs.

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