

The Full Prep Service procedures to be utilized when pest populations have exceeded accepted thresholds and typical Pest Prevention and IPM procedures are not expected to reduce the population to acceptable levels in a timely manner. These situations are expected to be:

- 1) rare occurrences happening when new areas are added to the regular service responsibilities.
- 2) scheduled when an unforeseen event has prevented the Pest Prevention from maintaining a pest free environment.
- 3) scheduled when the presence of a pest population that has exceeded acceptable thresholds.
- 4) Events scheduled in advance of season changes in pest pressure.

Elimination Services are intended to dramatically reduce the pest population present at the time of service utilizing multiple methods and scheduled follow ups. Once the pest population is reduced to an acceptable level all services will be provided following the standard Pest Prevention Service Protocols.

Service Overview:

- 1) Full Prep Services will be provided during non-business and non-food production hours. Most often these elimination services take place following the close of business one day and the beginning of business the following day, example: Monday night/Tuesday morning.
- 2) The presence of customer's staff and other contractors is to be kept to minimum levels. These persons are to avoid areas being worked by the Massey Services Team particularly when aerosol generating equipment is being used.
- 3) The most common crawling insect populations (German Roaches) will be addressed through physical removal, trapping, exclusion and the application of approved contact insecticides and flushing agents.
- 4) Monitoring Program – The placement of monitors (IDT's – Insect Detection Traps) will be made to allow the Technician to evaluate pest activity following the service and use as indicators for scheduling Proactive Follow Up Services. Locations of IDT's may include: the Serving Line, Three Compartment Sink, Storage Area, Hot Line and Cold Prep Area. Use of food or pheromone attractants will be made as appropriate.
- 5) Proactive Follow Up Services may be required for 5 to 7 days after the initial service.

Full Prep Service Guidelines

The Full Prep Services are to be coordinated and scheduled as described above. Each service should be staffed to allow completion of the service in the timeframe available. Typically an Elimination Service will include a minimum of three Team Members. The use of aerosol injection equipment is required. It is assumed that all cockroach bait products in the account will be contaminated during this service and must be removed. Exposed baits must be removed and replaced with the bait in the current rotation during the next scheduled service.

Points to consider in scheduling these services:

- 1) All services must be scheduled with the location General Manager prior to the service date and confirmed by phone the day of service with the closing manager.
- 2) The location management Team is to be informed that this is Full Prep Service and preparation is required on their part. Preparation is a requirement to successfully completing this service. (See attached Preparation Checklist)
 - a. Remove and store food items
 - b. Remove dishes and serving items from shelving and counters and cover
 - c. Open locked doors and cabinets to allow access to all areas
 - d. Remove and cover all food prep items from kitchen/service area, counters shelves, etc.
- 3) Services are to begin as soon as the unit is closed and prepared and are expected to be completed prior to opening preparations for the following day. The contracted alarm company may need to be notified to avoid false alarms during the service.
- 4) Service Managers will be responsible for providing materials and assure adequate equipment is available for all Team Members.
 - a. Safety equipment
 - i. Respirator
 - ii. Filter cartridges
 - iii. Latex gloves
 - b. Service Equipment
 - i. Compressed air sprayers
 - ii. Hand Dusters
 - iii. Pyrethrum Aerosols
 1. BASF – PI Pyrethrin Inspector
 2. Actisol or other aerosol device
 - iv. HEPA filter Vacuums
 - v. Bait Gun
 1. Sharp Shooter
 - vi. Hand Tools

- vii. NPD Foam equipment

- c. Materials
 - i. Liquid Residuals
 - 1. Listed on material rotation
 - 2. Suspend with Kicker/Exciter
 - ii. Dust
 - iii. Aerosol Products
 - 1. BP-100 or comparable material
 - 2. BASF PI – Pyrethrin Inspector
 - iv. Cockroach Bait
 - 1. Remove with scraper or putty knife
 - 2. Will be replaced during the following service
 - v. Bioremediation
 - 1. Invade Bio-Cleaner
 - 2. Invade Bio-Foam
 - 3. NPD Platinum Foam

Elimination Service Procedures

Inspection & Applications.

- a. Non-Food Production Areas
 - i. Inspect entire area. Flush cracks and crevices with short bursts of non-residual flushing agents to identify pest harborages and estimate pest populations.
 - ii. Physically remove exposed pests, cast skins and eggs by sweeping or with a HEPA filter vacuum.
 - iii. Apply approved liquid knock down material as crack & crevice applications as a contact application to areas where there is current or potential for insect pest activity.
 - iv. Using a powered crack and crevice aerosol device inject non-residual flushing agents deeply into cracks and crevices where pests are or are suspected of harboring.
 - v. Physically remove exposed pests, cast skins and eggs by sweeping or with a HEPA filter vacuum.
 - vi. Dust wall voids, seal cracks & crevices with caulk including where plumbing lines exit walls; sinks, counters, drink machines and restrooms. Do not apply dust materials where liquid contact or non-residual flushing agents have been applied.

- vii. Apply approved liquid knock down material as a contact application to void spaces in counters and equipment where there is current or potential for insect pest activity.
 - viii. Using a powered crack and crevice aerosol device inject non residual flushing agents deeply into void spaces of counters and equipment.
 - ix. Physically remove exposed pests, cast skins and eggs by sweeping or with a HEPA filter vacuum.
 - x. Place IDT Monitors and mark location on graph in the location log book. Note on a separate Service Graph and note on the Service Report.
 - xi. As required service floor drains with bioremediation materials and foaming agent.
 - xii. As required inspect and treat wall ceiling junctions of suspended ceilings. These areas can be flushed, treated with crack & crevice residuals and in some cases baited.
- b. Food/Production Areas
- i. Inspect entire area including but not limited to walls, sinks, counters, hot line equipment, dish wash areas, three compartment sinks, prep tables drink machines, offices and restrooms.
 - ii. Flush cracks and crevices with short bursts of non-residual flushing agents to identify pest harborages and estimate pest populations.
 - iii. Physically remove exposed pests, cast skins and eggs by sweeping or with a HEPA filter vacuum.
 - iv. Apply liquid knock down materials as appropriate where there is current or potential for insect pest activity to the wheels, legs and bases of conveyors, equipment and the baseboard cracks located at the wall floor junction.
 - v. Using a powered crack and crevice aerosol device inject non residual flushing agents deeply into cracks and crevices where pests are or are suspected of harboring.
 - vi. Dust wall voids, seal cracks & crevices with caulk including where plumbing lines exit walls. Do not apply dust materials where liquid contact or non-residual flushing agents have been applied.
 - vii. As required reapply approved liquid knock down material as a contact application to cracks & crevices, spaces in walls, equipment and previously treated areas where there is potential for insect pest activity.
 - viii. Place IDT Monitors and mark location on graph in the location log book. Note on a separate Service Graph and note on the Service Report
 - ix. As required service floor drains and with bioremediation materials and foaming agent

- x. As required inspect and treat wall ceiling junctions of suspended ceilings. These areas can be flushed, treated with crack & crevice residuals and in some cases baited.
- c. Dining Room /Service Stations/Bars
- i. Inspect entire area including but not limited to walls, booths, sinks, counters, storage shelves, drink machines, coffee & tea machines, bars, beverage/beer taps.
 - ii. In service areas and bars use a powered crack and crevice aerosol device to inject non-residual flushing agents deeply into void spaces of counters and equipment to identify pest harborages and estimate pest populations.
 - iii. Physically remove exposed pests, cast skins and eggs by sweeping or with a HEPA filter vacuum
 - iv. Apply liquid knock down materials as appropriate where there is current or potential for insect pest activity to the wheels, legs and bases of sinks, cabinets, coolers, equipment and the baseboard cracks located at the wall floor junction.
 - v. Dust wall voids, seal cracks & crevices with caulk including where plumbing lines exit walls. Do not apply dust materials where liquid contact or non-residual flushing agents have been applied.
 - vi. Place IDT Monitors and mark location on graph in the location log book. Note on a separate Service Graph and note on the Service Report.
- ci. Storeroom
- i. Inspect entire area. Flush cracks and crevices with short bursts of non-residual flushing agents to identify pest harborages and estimate pest populations.
 - ii. Physically remove exposed pests, cast skins and eggs by sweeping or with a HEPA filter vacuum
 - iii. Apply approved liquid knock down material as crack & crevice applications as a contact application to the front and back (3 dimensionally) of the shelving units, freezers, refrigerators, equipment, storage counters and areas where there is current or potential for insect pest activity.
 - iv. Using a powered crack and crevice aerosol device inject non residual flushing agents deeply into cracks and crevices where pests are or are suspected of harboring.
 - v. Physically remove exposed pests, cast skins and eggs with a HEPA filter vacuum.

- vi. Apply liquid residual materials as appropriate where there is current or potential for insect pest activity to wheels, legs and bases of storage and other back of house equipment, as well as baseboard cracks located at the wall floor junction.
- vii. Place IDT Monitors and mark location on graph in the location log book. Note on a separate Service Graph and note on the Service Report

Complete the Customer Service Report detailing actions taken, materials used, placement of IDT's and specific structural or sanitation issues that have or will contribute to insect or rodent pest activity. Complete a Service Graph to reflect the placement of all IDT's. Detail instructions to the customer to clean all food contact surfaces prior to beginning food preparation. Place a copy of the Service Report in the location Service Log Book. Schedule a meeting with the General Manager to review service results, placement of monitors and to schedule required proactive services.

Be sure to instruct the facility management and staff that reentry into treated areas is dependent on instructions on the product labels. Liquid applications will have to be dry and aeration period will have to pass following aerosol injection. All tables, cabinets, tables and counters where food is prepared, held or served are to be cleaned with detergent/water and then rinsed. (See attached Preparation Checklist)