Pest Prevention Scope of Service

Prepared for

ALDI STORES

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Massey Overview

Massey Service Inc,. is North America's leading provider of specialized Pest Prevention Services to the hospitality, retail, food processing and healthcare industries – industries in which health, safety and cleanliness are powerful drivers of brand preference and customer satisfaction. We are the trusted partner to many of the world's leading brands.

Pest Prevention

Massey Services, Inc. Commercial delivers Pest Prevention programs that are guaranteed. Simply put, we do not tolerate pest infestations of any kind, under any circumstances, for any reason. We guarantee our service because we know that there's simply no smarter or more effective way to eliminate pests.

Our People

We deliver on our promises through outstanding people. Our people are what make's Massey Services, Inc. who we are today. Only those who pass our rigorous selection criteria and certified training programs earn the privilege to serve our clients. Our team members are trained to aggressively anticipate, prevent and safely eliminate pests, and understand that technical knowledge, attention to detail and strong communication skills are keys to successful client partnerships.

Pest Prevention Process

Our Pest Prevention process is what makes us so successful. Pests are eliminated and prevented without ever overusing or unnecessarily using pesticides – a critical issue for companies concerned with the safety and wellbeing of their customers and employees. A key component to ongoing pest prevention is a partnership approach to structural, storage, and sanitation improvements.

Managed Solutions

Massey's commitment to service excellence is unwavering. We provide managed solutions, taking ownership of the design, development, implementation and on-going management of your program. State of the art performance management systems are utilized to monitor the quality, consistency and effectiveness of service. Strict protocols are in place to ensure effective communication and problem resolution. Dedicated account managers play an active role in ensuring your complete satisfaction.

Massey Services

Massey provides optimal levels of protection against a broad range of pests in all types of facilities. Our pest prevention program provides guaranteed protection against the most common structure infesting pests, including cockroaches, rats and mice and ants.

Cockroaches

Cockroaches are eliminated using a number of different methods including physical removal, trapping, and, as necessary, pinpoint treatments of cracks and crevices utilizing insecticidal dusts, baits and liquid residuals. General fogging is used only in the most challenging situations, where appropriate and permitted by law.

Rats and Mice

Eliminating entry points, harborage sites, and food and water sources are undoubtedly the most effective methods of eliminating rats and mice. However, baiting and trapping are also effective control methods. Rodent bait stations are strategically placed on the exterior to provide initial lines of defense, preventing rodents from approaching and entering your facility. Multiple catch traps, and various other trapping devices, are strategically placed on the interior as needed, or as required by specification.

Ants

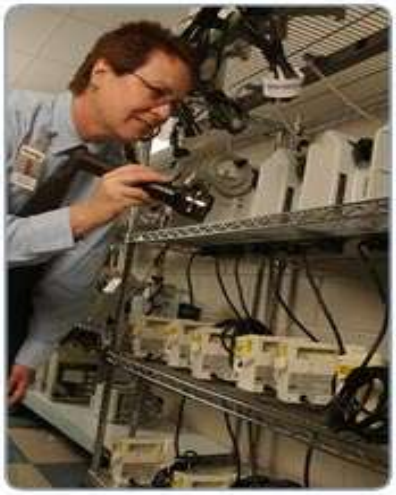
Massey has developed a number of innovative treatment methods to combat ants. Our proprietary exterior ant bait stations provide lasting protection for various formulations of insecticidal ant baits, including non-repellant solids, liquids and granules.

Flying Insects

Massey's industry leading programs are the product of extensive research and field testing, providing you the latest and most effective technologies available. Programs include treatments with baits, liquid residuals and trapping devices. Our Insect Light Traps have been laboratory tested and have proven to be the most effective trapping devices available on the market.

Other Available Services

- Occasional Invaders
- Birds
- Stored Product Insects
- Bed Bugs
- Mosquitoes
- Proofing
- Odor Control
- Spider web removal



Detailed Program Specifications

During the Regular Service, the Service Specialists will perform services according to a specified service interval as detailed below. In order to ensure brand protection and to provide the most comprehensive service possible, we will provide the following services, all of which are included in your monthly price:

Aldi Service Frequency will be performed once per month

• Check-In and Check-Out Procedure	Each service
• Exterior Crawling Insect Program	Monthly
• Interior Crawling Insect Program	Monthly
• Interior Flying Insect Program (ILT)	Monthly
• Exterior Rodent Program	Monthly
• Interior Rodent Program	Monthly
• Spider Treatments	Monthly
• Detailed Service Report	Each Service
• Availability	24 Hrs/Day-7 Days/Week

Service Description

Regular Contracted Monthly Scope of Service

Massey Services, Inc. to provide GUARANTEED PEST PREVENTION SERVICES.

Covered Pests Include:

Cockroaches
Rats
Mice
Ants
Flies

Excluded from the covered pest are Stinging Insects, Beetles, Crickets, Animal Trapping, Birds, Bats and Termites.

Exterior spot treatments for ants and occasional invaders are applied, Rodent Bait Stations on the exterior will be inspected and checked monthly with rodent bait being replaced each month. Interior Tin Cats will be inspected and serviced each month. During routine monthly services we will also perform service on insect light traps,

AREAS OF ROUTINE SERVICE

Receiving Area
Warehouse/Back Stock Room Area
Break Rooms
Dumpster Corral
Dry Storage
Main Floor Area of Store
Exterior of Store

Pest Prevention Core Program—Once per month service for all locations, additional pro actives services will be added at no fee if there are issues with pest that are covered under the normal agreement.

SERVICE TIME

- Between 8AM and 7PM. This will be determined and discussed with store management

MONTHLY SERVICE

- Briefing with key personnel and review of Sighting Logbook.
- Inspection of all designated areas to be serviced, with attention given to strategically placed monitoring and trapping devices. Observed pests are properly identified in order to determine the most appropriate species-specific course of action.
- Physical removal and elimination of existing pest populations is performed utilizing vacuum devices.
- Utilizing inspection data, an action plan is developed using species- specific protocols designed to eliminate any existing pests.
- Pest Prevention applications – where necessary and appropriate.
- Monitoring (data collection from existing devices, replacement as necessary).
- Completion of detailed Service Report, drawing specific reference to structural, storage and sanitation deficiencies that may contribute to any pest problems.
- De-briefing with key personnel.

Interior:

- Complete an inspection, including all monitors, and perform treatment of entire facility.
- A minimum of 6 Interior Tin Cats with monitors per in warehouse section should be in place. All Tin Cats should be free of pests, dated and cleaned.

- IDT Monitors should be placed and inspected in:
    - Restrooms
    - Break Rooms
    - Cash Register Check Out
- Service insect light traps - clean, date punch card or sticker, replace glue board and bulbs if necessary (Bulbs are an additional charge are to be changed out annually)
- Cockroaches -- Follow Massey Services, Inc. Protocol: baiting, dusting, IGRs and proofing.
- Ensure door sweeps are sealing properly.

Exterior:

- Inspect and service rodent stations- A minimum of 6 rodent bait stations should be placed and used, with at least 1 in dumpster area. Stations will be secured on patio stones
- Apply insect baits based on inspection and seasonal conditions
- Apply repellent residual to exterior door thresholds and entry points

FOLLOW UP SERVICES:

- If activity of live cockroaches are noted during regular service a follow up service must be made by the service technician to ensure the problem has been resolved.
- If live rats or mice are observed ***inside*** during service the service technician will follow up a minimum of every other day until eliminated.

Emergency Service

Massey personnel are on call 24 hours a day, 7 days a week. Should the need arise, calls from your facility requesting assistance to a pest issue will be responded to within two hours of the call being received, and an on-site visit will be conducted within 24 hours. There is no charge for extra service requests (ESR's) for standard covered pests, or other pests covered by agreement.

QA Visits Audit Support

Regular program and business reviews will be including with quality assurance reviews performed by service supervisor and program review performed by Account Manager. Service specialist or Account Manager is available during major audits with prior notice.

Data Capture & Management

Today's business environment is more technologically advanced and data-driven than at any other time in history. Ensuring that data is accurately captured, professionally managed, and securely protected can have a direct effect on your brand and its reputation.

Massey has invested in technologies that enhance the value and overall quality of our service and leads the industry in the application of mobile data capture and web-based reporting. Massey's service management software utilizes bar code monitoring technology to capture important service data. Using the mobile technology, you can track service history, spot trends, and generate pest activity and pesticide usage reports.

At the end of each service, your Massey Service Specialist will generate a printed service report that documents all actions taken and notes recommendations in the areas of structure, storage and sanitation.

EXAMPLE OF A SERVICE REPORT

On-Site Service Report

- **8 ½ X 11**
- **Clear & Concise**
- **Full Text**
- **Relevant Information**
- **Reproducible from Web**

PEST PREVENTION SERVICE REPORT

Massey Services JB174410
2776 S Michigan Ave , Kissimmee FL 34744
Phone: 407-932-1022
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_18
Wendys #11612
6517 Old Brick Rd
Windermere, FL 34786-5835

Service Date: 09/21/2018
Order Number:33171285
Time In: 07:37 AM
Time Out: 09:07 AM

Customer Signature:

Pierre

Pest Prevention Technician
Stewart Britto

PCID # JE264741

General Comments / Instructions

Inspected and bait dining area, drink sodas stations, entrances, restrooms, front counter, food prep line,cook line, dishwasher, drive thru, back the house, office, storages and receiving area, serviced fly light and treated seating areas. Also inspected and treated perimeter areas and boundaries, dumpsters, serviced rodent stations, pest barrier service, as well as doors and windows for prevention of flying insects.
OBSERVATIONS: Food Debris and standing water under cook line and dishwasher areas. For prevention of pest must be cleaned ASAP.

Device Inspection Summary:

Device Type	# Inspected	Inspected w/Activity	# Skipped	# Damaged	# Inacessible	# Replaced
PERISP-Perimeter Inspection	3 of 3 (100%)	0 of 3 (0%)	0	0	0	0
Exterior Inspection	3 of 3 (100%)	0 of 3 (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	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Exterior Flying Insect Trap	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Other	2 of 2 (100%)	0 of 2 (0%)	0	0	0	0
Logbook	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Illuminated Light Trap	1 of 1 (100%)	0 of 1 (0%)	0	0	0	0
Total:	23 of 23 (100%)	0 of 23 (0%)	0	0	0	0

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

Observation	Location	Recommendation	Responsibility
-Standing water	3 Compartment Sink; Dishwasher Area; Kitchen-Hot Prep Line	-Remove standing water to reduce mosquito breeding	Customer Responsibility
-Standing water		-Please see technician comments; Remove the standing water	Customer Responsibility
-Standing water; standing water and food debris under cook line	Kitchen-Hot Prep Line	-Remove standing water to reduce mosquito breeding; dry out and clean the area	Customer Responsibility
-Standing water	3 Compartment Sink, Dishwasher Area	-Please see technician comments	Customer Responsibility

Treatments Applied to Control/Prevent Pests:

Materials	EPA #	Active %	Quantity	Target Pests	Location	Application Method
Gilbert 22" ILT Glue Board			2 ea		Dining Room, Office Area	
Boractin	73079-4	99 %	0.25 oz		3 Compartment Sink, Front Counter, Kitchen, Kitchen- Cold Prep Line	Void Treatment
MaxForce Granular Fly Bait	432-1375	0.5 %	0.2 oz	Blue Bottle Fly, Green Bottle Fly, House Fly	Dumpster	Granular Spot Treat
Alpine Roach Gel	499-507	0.5 %	4 gm		3 Compartment Sink, Dishwasher Area, Drink/Coffee Station, Kitchen	Gel Bait Placement
Advion Ant Gel	100-1498	0.05 %	2 gm	Ant	Front Counter	Gel Bait Placement

Documentation & Reporting

Service Report and Service Log

Our services are designed to provide recommendations for ongoing structural improvements in your facility in order to eliminate pest risks. Our HACCP-compatible documentation and reporting package provides detailed and accurate information required for regulatory compliance.

Service Report

Each service visit is recorded on a Massey Service Report. This report indicates which areas were serviced, what the service specialists found and what was done in the way of preventive and corrective measures. In addition, attention is drawn to structural, storage and sanitation conditions that may be conducive to pest problems.

Service Log

To ensure consistent maintenance of the program and to provide accurate information to management, we maintain accurate Service Logs. This log is intended to provide proper documentation of the program and typically contains the following information:

- Emergency response contact information
- Licensing and insurance information
- Program specifications
- Pest sighting records
- Pest monitoring log
- Safety Data Sheets (SDS) and pesticide labels
- Service reports

Bar Code Monitoring Program

Massey's state of the art Bar Code Monitoring Program is an industry leading program, which allows for rapid data collection and efficient dissemination of information. Its benefits include:

- Accurate and efficient collection of data
- Account specific details
- Accountability for all stations/Detailed pest activity logs/Trending analysis/Precise treatment records

PERFORMANCE MANAGEMENT SYSTEMS ARE UTILIZED TO MONITOR THE QUALITY, CONSISTENCY, AND EFFECTIVENESS OF SERVICE. STRICT PROTOCOLS ARE IN PLACE TO ENSURE EFFECTIVE COMMUNICATION AND PROBLEM RESOLUTION. DEDICATED ACCOUNT MANAGERS PLAY AN ACTIVE ROLE IN ENSURING YOUR COMPLETE SATISFACTION. BUSINESS REVIEWS MAY BE CONDUCTED ON A QUARTERLY BASIS OR MORE OFTEN IF NECESSARY. WE WILL LET YOU KNOW IF THERE ARE THINGS YOU CAN DO TO HELP US IN TERMS OF ADDRESSING STRUCTURAL, STORAGE AND SANITATION ISSUES. OUR FIRST PRIORITY IS ALWAYS TO KEEP YOUR FACILITIES PEST FREE, PROTECTING THE EXPERIENCES OF YOUR CUSTOMERS AND EMPLOYEES. YOUR ACCOUNT MANAGER WILL BE YOUR SINGLE POINT OF CONTACT, AND A LIAISON WITH OUR OPERATIONS GROUP.