

RaceTrac Petroleum

Pest Control Service Protocol

General Comments:

Each RaceTrac location shall have an IPM Service Log Binder. The Log shall be kept and maintained in the location manager's office or desk area and shall include:

- A suitable cover page indicating the purpose of the binder and information therein.
- Key contacts page.
- Service protocol description.
- Diagram of facility indicating location of all rodent control devices/stations, electronic light traps (ELTs), sticky traps.
- Pest Sighting Log Sheet.
 - Date, pest seen, location seen, reporting person name, initials of pest service person who followed up on the pest sighting.
- Service Records.
- Pesticide product labels for products being used at RaceTrac facilities.
- MSDS for pesticide products as per above.

Pests covered under this service protocol shall include:

Ants	Mice
Cockroaches	Millipedes
Crickets	Occasional invader pests
Earwigs	Rats
Fire ants	Scorpions
Fruit flies	Spiders
Hornets	Yellow jackets
House flies	Wasps

if nest - separate proposal submitted

This service protocol does not include birds, bed bugs or termites.

Page 1: Interior Area Service

Step 1. Arrive at RaceTrac location, park in an area toward the side or rear of building in order to leave more desirable parking for RaceTrac customers.

Step 2. Check in with the RaceTrac location manager.

Step 3. Log in/out using the RaceTrac's Service Channel MMS portal.

- Step 4. Refer to the sighting logbook for pest sighting entries.
- Step 5. Begin interior service work in kitchen area.

Page 2: Kitchen Area Service

Step 6. Inspect kitchen area for conducive conditions as follows:

- a. Inspect entire perimeter of kitchen area for conducive conditions and signs of pest activity.
- b. Reportable conditions must be indicated on RaceTrac service record. (Massey Service Ticket)
- c. Check exterior entry doors for adequate seal.
- d. Presence of food debris.
- e. Presence of water leaks and accumulations of water.
- f. Signs of pest activity including but not limited to ants, cockroaches, mice, rats and other pests:
 - a. Fecal matter.
 - b. Gnaw marks.
 - c. Damage to packaged items.
 - d. Live pests.
 - e. Pest carcasses.
 - f. Pests in monitor traps.
 - g. Other signs of pest activity.

Step 7. Check monitor traps as follows: Each kitchen area must have at least two sticky trap pest monitors placed.

- h. Signs of pest activity.
- i. Date pest monitors at each service visit.
- j. Pest monitors with pests present must be replaced and dated.
- k. Any significant pest activity must be recorded for reporting purposes.

Step 8. Inspect and service rodent control devices present as follows:

- l. Inspect for presence of trapped rodent pests.
- m. Clean rodent control device.
- n. Complete service record affixed to rodent control device (initial, date).
- o. Include any rodent activity noted in the Race Trac service report record.

A sufficient number of pest monitors should be placed and used. Such monitors should include:

- Insect sticky traps, primarily to detect cockroaches.
 - At least one sticky trap should be placed in areas where cockroach activity may be expected to occur such as near soft drink fountain lines, near sinks and other such areas. — Keep IDT's out of sight of customer

- * ➤ Rodent detection bait blocks, to detect the feeding activity of rodents. Such nontoxic detection blocks should be placed in tamper resistant bait stations and such stations should be placed along the structure exterior. Refer to exterior service comments.

Page 3: Rear of Store/Storage

Step 9. Check insect monitor locations in selected cabinets under and/or adjacent to food service areas including soft drink fountain area, coffee service area, milk shake area and within trash receptacle areas.

Step 10. Check suspect areas for pest activity including ants, cockroaches, fruit flies and other pests.

Step 11. Check overall area for sanitation deficiencies that require documentation and reporting.

Step 12: Check drop ceiling for telltale signs of pest activity.

- Note that this area is subject to cockroach and rodent activity.

Step 13. Complete custom RaceTrac facility inspection and service report as needed. (Massey Service ticket with detailed information)

Comments & Recommendations:

While the value of residual insecticide applications in a pest prevention and control program is recognized, the inclusion of this verbiage to describe such applications is inappropriate as written and warrants correction.

A sufficient number of pest monitors should be placed and used. Such monitors should include:

- Insect sticky traps, primarily to detect cockroaches. (IDT's)
 - At least one sticky trap should be placed in areas where cockroach activity may be expected to occur such as near soft drink fountain lines, near sinks and other such areas.
 - Such sticky traps should be discretely placed.
 - Such sticky traps should be initialed and dated when serviced.

A RaceTrac facility customized inspection and report form should be utilized for reporting purposes and to guide the service technician through the inspection and servicing of RaceTrac locations. Refer to this subject in another section of this document.

Page 4: Refrigerator and Beer Cooler Area

Step 14: Inspect refrigerator area for telltale signs of pest activity including the following areas:

- Refrigerator door seal insulation strips.
- Seams, cracks & crevices.
- Compressor & motor areas.

Note that these areas are subject to cockroach and rodent activity.

Step 15: Inspect and service pest monitor devices.

Page 5: Customer Seating/Bar/Front Entrance

Step 16: Inspect entire area for telltale signs of pest activity including the following:

- Entire seating and retail area.
- Trash receptacles.
 - Note that this area is subject to cockroach, fly and rodent activity.
- Inspect and service pest monitor devices.
- Apply suitable control products and materials as needed.

Step 17: Complete custom RaceTrac facility inspection and service report as needed.

* **Page 5: Yogurt room** - Key Area. - Big concern area All Equipment on wheels so it can be moved

Step 18: Inspect entire area for telltale signs of pest activity including the following: Ensure that if any loose rubber cove base is present on the wall, an inspection is conducted behind this material.

- Refrigeration compressor and motor areas.
- Sink areas.
- Storage shelving.
- Drop ceiling area.
- Trash receptacles
- Inspect and service pest monitor devices.
- Apply suitable control products and materials as needed.

Step 19: Complete custom RaceTrac facility inspection and service report as needed.

Note that this area is subject to cockroach, fly and rodent activity.

Page 6: Women's Restroom (Note, let's combine this with Men's Restroom due to the commonalities.)

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Step 20: Inspect and service restrooms as follows:

- Sinks, stalls, urinal areas.
- Apply suitable products and materials as needed.
- Inspect drop ceiling.
- Note that this area is subject to cockroach, fly and rodent activity.

Page 7: Men's Restroom

Refer to Page 6 above.

Page 8: Interior of the Store

Step 21: Inspect and service the retail store area as follows:

- Inspect retail gondolas/islands/end caps/etc. service areas for telltale signs of pest activity.
- Inspect cabinet & storage areas beneath retail displays.
- Inspect fountain and other food service dispensing areas.
- Inspect trash receptacles.
- Inspect and service pest monitors.
- Apply suitable products and materials as needed.
- Note that the retail store area is subject to cockroach, fly and rodent pest activity.

Page 9: Building Exterior & Perimeter:

Note that RaceTrac facilities are unique in the industry and present certain pest challenges due to their physical set up and mode of operation. RaceTrac retail facilities combine the commerce aspects of automobile fueling with that of retail convenience and food service store operations. RaceTrac locations are high volume, high traffic retail facilities where numerous consumers visit each location on a daily basis. Such high traffic inherently presents certain pest related challenges including, but not limited to, those challenges associated with high product turnover and the continuous threat of pest entry through customer entry doors. Additionally, these locations must store high volumes of food debris containing trash which serves to attract certain pests. Pests expected to be encountered at these locations include but are not limited to: ants,

Step 21: Inspect and service the building exterior and perimeter as follows:

- Inspect trash receptacles. ** See photo for Area of concern*
- Inspect trash storage area.
 - Inspect & service rodent stations.
 - Date & initial rodent station service record.
- Inspect exterior customer dining table area.
- Inspect building exterior.
 - Inspect & service rodent stations.
 - Date and initial rodent station service record.
 - Inspect for condition of entry door seals.
 - Inspect for presence of debris, trash and other stored items which may be used as pest harborage areas or otherwise hide pest activity.
- Inspect turf areas along curbs, sidewalks and building perimeter.
 - Note that this area is prone to fire ant nesting and activity.
 - Apply insecticide to fire ant mounds as needed.
- Apply perimeter pest prevention product material as needed.
- Inspect exterior landscape areas for telltale signs of pest activity.
 - Inspect for rodent burrows.
 - Inspect for fire ant mounds.
- Inspect awning and building exterior areas for signs of pest bird activity.
 - Report signs of pest bird nesting.

Page 10: Service Ticket and Audit Form

Rather than receive a generic service report form, it would be beneficial to utilize a customized service and report for specifically composed for RaceTrac facilities. Doing so would be beneficial to both the service provider vendor as well as RaceTrac. *(Massey Services detailed ticket Properly completed)*

When properly composed the RaceTrac customized service and report form would guide the service technician through the RaceTrac facility while making his notations time efficient because the form is geared to the various physical factors present at RaceTrac facilities.

Such a form would consider the following factors:

- Physical factors present
- Retail store fixtures
- Storage areas
- Service counter areas
- Building exterior and perimeter



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