



**CONSUMER SERVICE CENTERS
(PEST ONLY)
COMPANY STANDARDS
FISCAL YEAR 2026**

CUSTOMER GROWTH STANDARDS

Pest Prevention Customer Base Goal (Minimum) 15.0% +
Termite Customer Base Goal (Minimum) 15.0% +
 (+ = increase)

P & L STANDARDS

Net Revenue Increase (Minimum) 15.0%
Service Center Operating Profit Margin 25.0%
Service Center Operating Profit Dollar Increase 20.0%

ADMINISTRATION STANDARDS

PP Collections (Minimum) 100%
PP Debit Balance 50%
Termite Collections (Minimum) 100%
Termite Debit Balance 40%
Annual Renewal Collections 100%
 (or more of budget)

SALARIES & WAGES

Total Salaries & Wages 30.5%
General Pest Prevention (Total PP Rev) 21%
Office Salary (Total Rev) 3.0%
Sales Salary (Total Rev) 7.0%
PP Service Manager (Total PP Rev) 4.5%
Termite Service 8.0%
 (Total Termite Rev less Fume Rev)
Baiting Installation Wages 2.5%
Monitoring (Monitoring Rev) 3.0%
Termite Service Manager 2.5%
 (Total Termite Rev less Fume Rev)
Employee Benefits 8.0%
TOTAL PAYROLL 38.5%

MATERIAL & SUPPLY

Total Material & Supply Expense 11.5%
General Pest Prevention (Total PP Rev) 5.0%
PP Tools & Equipment (Total PP Rev) 0.5%
Termite (Sub Term Completions) 16.5%
Termite Tools & Equipment 0.5%
Baiting-Install 32.0%
Baiting-Renewal 22.5%
Baiting-Tools & Equipment 0.5%
Inspection Panels 0.5%

AUTO EXPENSE

Auto Expense 7.5%
Lease & Depreciation 3.0%
Gas & Oil 2.5%
Repairs & Maintenance 1.0%

Miscellaneous Direct Expense 2.0%
Fumigation Sub-Contract Labor 50.0%

General & Administrative Expense 7.0%

Occupancy Expense 3.0%

Advertising Expense 5.5%

TOTAL P & L EXPENSE 75.0%



PRODUCTIVITY STANDARDS

PEST PREVENTION PRODUCTIVITY

Units/Accts Serviced Per Day Per Technician:

**Residential Accounts 18 monthly. 12 bi-monthly 10 qtr.
Apt/Condo (\$30 Units) 18 monthly. 12 bi-monthly 10 qtr.
Skips (# Customers - not \$) 0.3% or less
Allowances & Discounts (\$ to P&L Contract Revenue) 0.5% or less
Cancellations (# Customers to total customer base) 1.6% or less**

SUBTERRANEAN TERMITE PRODUCTIVITY

**Per Technician Per Day - \$235 per hour - or \$1645 per 7 hour day
(Should average \$32,900/month)**

BAITING & MONITORING PRODUCTIVITY

Per Technician Per Day -

- **Baiting Installation 1100 lineal ft. per day when liquid treatments are included
(Standard based on 5 structures, 220 lineal ft. each)**
- **Baiting Installation 1540 lineal ft. per day without liquid treatments
(Standard based on 7 structures, 220 lineal ft. each)**
- **Monitoring 3600 lineal ft.
(Based on 16-17 structures per day at 220 lineal ft. average)**

RENEWAL INSPECTION PRODUCTIVITY

Minimum assignment for an 8 hour day: 6 hours of production time plus 2 hours in travel and office time per day.

**Conventional Renewal inspections will be assigned on the basis of \$3.30 per minute for 6 hours per day.
(6 hours x 60 min. x \$3.30 x 20 work days = approximately \$24,000 per month)**

**Bait Renewal inspections will be assigned on the basis of \$5.25 per minute for 6 hours per day.
(6 hours x 60 min. x \$5.25 x 20 work days = approximately \$38,000 per month)**

Renewal inspections Made (# Customers): 100.0% of renewal inspections must be completed by the end of their renewal month.

Renewal Cancellations: 7.5% or less of available customers due each month

Bait Renewal Cancellations: 5% or less of available customers due each month

Personal Collections: 25% at time of Reinspection

SALES STANDARDS

**Sales Inspectors \$31,250 Monthly \$375,000 Annually
Termite Renewal Inspectors \$10,000 Monthly
Service Managers, Technicians \$20,000 Sales per Year**