



Protecting Your Guest Experience

Rentokil
Ehrlich | Western | Presto-X



A unique challenge demands a unique solution

It is an industry adage that, "There is no product as perishable as a hotel room"; an unsold room night is a revenue opportunity lost forever. For this reason, we believe in guarding against an infestation before it occurs. We draw on our years of experience in hotel pest control to develop a customized pest prevention program that ensures your food and beverage areas remain open and rooms are always available.

Why Rentokil?

- Consolidated Bill Payment Options
- PestNetOnline – Our Web-Based Pest Management System
- Global and National Coverage
- Structured Account Management
- Dedicated Technical Resources
- Technician Tenure Averages 7.8 Years
- Integrated Pest Management
- Staff Training

Integrated strategy

We take an integrated approach that incorporates both preventative and responsive strategies, all supported by Rentokil's unrivalled expertise. As you would expect, all Rentokil Technicians are trained to the national industry standard – but we don't stop there. We regard the industry standard as just the starting point and our sector-leading training program goes far beyond that. Our Technicians, average tenure 7.8 years, participate in ongoing monthly training programs ensuring they have the most up-to-date industry knowledge.

Designed for you

When it comes to pest control, one size does not fit all. We take the time to understand your needs, the particular challenges you face and any property-specific risks before creating a program unique to your hotel. This will often include input from our experienced service Technicians, expert entomologists and world-renowned R&D department.

Working together

Our emphasis on prevention and early detection means we will train your staff (housekeeping, maintenance and management teams) how to spot signs of

bed bugs and other pests, where to check for them and, most importantly, what actions to take if they do find evidence of pest activity.

Dedicated team

As part of an integrated service program, your local Technician will schedule visits to your hotel, the frequency of inspections relating to the degree of risk. They will check bait stations, look for signs of pest activity, identify potential threats and advise on any measures that will reduce the risk of future problems. Should you experience an infestation, our rapid response commitment means that your Technician will reach you quickly to address the situation using effective, scientifically proven treatment techniques.

Innovative reporting

All the information from each service visit is captured on PestNetOnline, our online reporting and analysis tool that can be accessed by you 24 hours a day. This records details of pest activity, together with action taken and any recommendations to reduce risk. Many of our hotel customers find this audit trail helpful in demonstrating compliance with food hygiene regulations and health inspections.



“It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you will do things differently.”

Warren Buffett, American investor, industrialist and philanthropist

As an experienced hotel manager, you do not need us to tell you about the cost and inconvenience of a pest infestation.

You are well aware of the threats this could pose to your business – the irretrievable revenue loss that comes from having rooms out of use, the lost revenue and potential for litigation by disgruntled guests.

Then there’s the impact on employee relations and the risk of fines, or even shutdown, for any breach of health and hygiene regulations.

However harmful these consequences are, far worse is the devastating damage to your hotel’s painstakingly built reputation if news of an infestation becomes public.

In this internet age, news can travel halfway around the world in seconds. For years to come, internet searches on your hotel will reveal a fact you would prefer prospective guests did not know – that you once had a pest problem.

We understand you have many competing demands on your time and, until you experience an infestation, pest control may be a low priority.

Yet, with so much at stake, proactively mitigating your risk with a preventative program is a sound investment.

Multiple entrances, food preparation areas and guest rooms make your hotel an attractive target for many common pests, no matter how careful you are.

Increasing the threat, seasoned business travellers – among your most valued customers – may unwittingly bring uninvited guests with them from other establishments.

Hotels present a unique pest control challenge and an effective pest management program requires specialist expertise.

Working with a professional partner to implement a pest control strategy now will not only save you the considerable expense of treating an infestation but, more importantly, safeguard your hotel’s most precious asset – its valuable reputation.



Rentokil protects your brand and reputation.



Rentokil is the world’s largest commercial pest control company.



Rentokil Provides global technical expertise.



Risks to your property:

- Pests:**
- Birds
 - Cockroaches and Crawling Insects
 - Flying Insects
 - Termites
 - Rodents
 - Stored Product and Textile Pests
 - Bed Bugs



Our Solutions:



Send unwanted guests packing!

With Rentokil, you benefit from solutions founded on a deep understanding of pest behavioral characteristics. They combine pest control processes based on the latest research with state-of-the-art technologies developed in our industry leading research. The application of highly effective, advanced techniques allows us to monitor and reduce pest risks with minimal disruption to your business.

Putting a pest management strategy in place significantly reduces the risk that you will have to spend time and money tackling a pest infestation. Working in close partnership with your team, we take an integrated view of four key interconnected zones.

It is vital that solutions for each area are coordinated and managed as a whole to ensure full protection and give you total peace of mind. We find that the most

successful pest management programs are those where we and our clients actively work together.

Key Interconnected Zones:

- Food Hygiene
- Accommodation and Public Areas
- Guest Rooms
- External Spaces

Food Hygiene

Highlighted below, are some common pests that effect your property:

Restaurant/Bar

As potential carriers of diseases like E. coli, flies in the restaurant pose a real health risk as they move from decaying matter to food and other surfaces. Effective fly control in this sensitive area is critical as serious cases of guest illness could result in litigation and damage your brand.

Fruit flies are attracted to ethanol, which is why they are attracted to guests trying to enjoy a cocktail. Avoid the use of 'electronic zapper' devices as a method of fly control.

While they instantly kill the fly, they do so by vaporizing it into microscopic pieces that are then inhaled or ingested. Consult the experts on more hygienic extermination methods, such as our new Luminos Line of Fly Lights.

Grease and organic build-up in drains are primary feeding and breeding sites for drain flies and small flies. Eliminate these sites with our Bioremediation Service – an effective and safe method of eliminating fats, oils and grease.

Kitchen

Cockroaches will not only contaminate food products and spread disease, but will eat almost anything. They can destroy

goods, leather, plastic and packaging. A cockroach sighting will cause alarm among

guests and seriously damage your health and hygiene reputation. Cockroaches feed on food debris, so you can reduce the risk by ensuring your team is diligent about following good hygiene practices and trained to spot danger signs. These insects pose a serious threat to your business so any infestation should be treated promptly by trained specialists.

Food Storage Areas

A hotel's food storage areas can attract a host of 'stored product pests' that, left unchecked, could contaminate valuable food products. This can result in significant financial loss, particularly if vast quantities of stock are discarded. At worst, widespread contamination by pests such as the flour mite or biscuit beetle could lead to kitchen closure and the resulting loss of your restaurant business until resolved.

Staff Cafeteria

Rodents spread infections such as Salmonella, which pose a grave health risk to guests and staff alike. They will eat whatever food is available, so ensure housekeeping standards back of house are

just as high as in your guest-facing areas. Rodents also pose a serious health risk, their urine transmitting disease to any surface with which they come into contact.

If you suspect a problem, it's vital to put a rodent control program in place to avoid legal consequences for a breach of health and safety legislation.



Risk Areas and Pests to Watch For:

- Restaurant/Bar - Flies
- Kitchen - Cockroaches
- Food Storage Areas - Stored Product Pests for Each Room
- Staff Cafeteria - Rodents

Accommodation and Public Areas

Guest Rooms

It is difficult to overestimate the impact of a bed bug infestation on your hotel's reputation in the eyes of guests, potential customers and employees. Those bitten by this small, crawling parasite may have an allergic reaction or secondary infection from scratching the bites.

If not detected early enough, the treatment costs of a full-blown infestation can be considerable – far exceeding the relatively modest cost of a proactive inspection program. The risk of litigation by outraged guests is another potential liability.

Your housekeeping staff are the first line of defense and should be trained to spot the telltale signs early. Bed bugs can spread easily but are complicated to treat, so it is vital that professionals are brought in immediately.

Lounge/Lobby

Flies in your reception area are less of a health risk and more of a nuisance, creating a poor first impression. There are simple steps hotels can take to reduce the risk. Removing the bowl of fresh fruit or unwrapped mints from the front desk is an obvious example – but others will require professional expertise. Call in the experts to help you restrict access by installing our exclusive electronic fly killers. (Rentokil has designed a discreet stylish unit especially for front of house use, Luminos Sapphire).

Laundry

Whether you launder bed linen and towels in-house or outsource it to a third party, the laundry presents one of the greatest opportunities to introduce bed bugs to your hotel or spread them from guest room to guestroom. But bed bugs are not the only pests that pose a business risk. The laundry can also spread infestations of

clothes moths, carpet beetles and fleas. The presence of any species of biting insect is likely to harm your reputation and distress guests, so treat any warning signs seriously and ask the experts for advice on effective prevention, detection and control measures.

Spa/Health Club

Silverfish are attracted to warm, moist environments so will find your spa or health club a home away from home. While they may alarm guests, these wingless, torpedo-shaped pests are harmless so good housekeeping practices should be sufficient to keep this minor pest at bay.

Exterior Areas

Garden/Garage

Rodents can damage the building fabric by gnawing through cables, plastic and wooden doors. Be alert for signs of activity. There could be legal consequences if the hotel is found to be breaching health and safety legislation, so consult a professional about rodent-proofing your building or to discuss the best options if you suspect an infestation.

Bird Control

Apart from carrying diseases and damaging your building structure, aggressive behavior by birds such as pigeons and seagulls, can seriously detract from your guests' enjoyment of their stay. Talk to the professionals about the many bird proofing measures and deterrents available to prevent a bird problem.

Risk Areas and Pests to watch for:

- Guest Rooms – Bed Bugs
- Lounge/Lobby – Flies
- Laundry – Bed Bugs, Clothes Moths, Carpet Beetles, Fleas
- Spa/Health Club – Silverfish
- Garden/Parking Areas – Rodents, Birds
- Exterior Structures – Bird Control
- Rodent Harborage Areas – Vegetation Management Services
- Staff Break Rooms – Rodents



The bed bug - public enemy number one

It may be only 1/8" long but it is easy to understand why evidence of a bed bug strikes fear into the heart of even the most battle-hardened hotelier: this parasite spreads easily and is complex to treat.

For this reason, we believe in taking a preventative approach that incorporates early detection and prompt action to contain and eliminate any infestation before it becomes widespread. Your housekeeping staff are the first line of defense and best placed to spot signs of an infestation. We can train your team to recognize the warning signs and ensure they know what to do should they find evidence of a problem.

The bed bug has numerous entry points into your hotel: from guests' clothing and luggage, your employees, external contractors, laundry services and neighboring properties. With so many potential sources of infestation, it is almost impossible to prevent this parasite entering your premises and it can take just 10-12 weeks for an infestation to reach a level at which guests will notice the problem.

While not a reflection on standards of housekeeping or hygiene, the bed bug understandably evokes disgust and distress among guests. The actual bites from bed bugs do not hurt but the itchiness that can result from the body's reaction to these bites often cause great discomfort and result in raised red welts on the skin.

Although these parasites are typically found on and around the bed, they have numerous hiding places in a hotel room including headboards, curtains and dressers (especially where bedding is stored).

Once you have an infestation, it quickly takes hold. Depending on your particular circumstances, our solution may involve the judicious use of chemicals, heat treatment or a combination of the two.

Routine inspections from our K9 Bed Bug Detection Service will ensure we identify an infestation at an early stage, limiting the expense of treatment.

Our proprietary heat treatment method, Entotherm®- in which the affected room and adjoining rooms are sealed and heated - is extremely effective. It kills all lifecycle stages of pests in one treatment. The process allows affected rooms to be returned to service within 24 hours limiting loss of business.

Our Conventional bed bug service involves locating the source of the infestation and strategically placing materials to eliminate that activity. This process typically includes three applications of a combination of liquids, dusts and/or aerosols, as well as thorough follow-up inspections to ensure we have reached the entire bed bug population.

The principles of Rentokil's bed bug elimination plan derive from an expert knowledge of bed bug biology. Our approach for bed bugs is based on the 'cube concept' reflecting the fact that it is typical for bed bugs to move between rooms. Therefore, we regularly inspect (and, if necessary, treat) adjacent rooms on either side of the infested room, as well as those above and below.



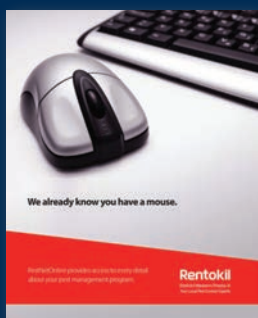
Why prevention is better than cure

When you choose Rentokil as your pest control partner, you enjoy the reassurance that comes from having the acknowledged industry experts on your side. Our decades of experience have shown that a pest control strategy based on prevention is far more effective, in terms of time, expense and business impact, than fighting infestations when they occur. Our tried and tested approach involves:

- **Expert advice** on refining your operational procedures to reduce risk.
- **Regular planned inspections** by our discreet, highly trained Technicians who have invaluable local knowledge.
- **PestNetOnline, our internet-based reporting and analysis tool** that makes light work of pest control and provides a full audit trail.
- **Training your housekeeping, food and beverage and front of house staff** to detect early signs of an infestation, know what steps to take and to deal tactfully with guests in affected rooms.
- **A rapid response** commitment that means treatment can begin within a matter of hours.
- **Effectively targeted and safe treatments** developed in our award-winning Research & Development department to tackle the 250 most common pests.



PestNetOnline™ - All the pest control documentation you need at your fingertips!



Rentokil offers PestNetOnline, our web-based pest control system. This enables you to monitor all your pest control information 24/7/365.

Our reporting system highlights pest control coverage across your entire property portfolio and highlights any areas with pest infestations or outstanding recommendations. Real-time data and online documentation ensure that your pest control records are always complete and up-to-date, providing a full audit trail to satisfy your requirements.

PestNetOnline automatically emails a range of reports, tailored to your precise specifications, according to your schedule. These reports not only build a picture of your current pest control situation but also allow you to identify any trends or problem areas.

Call 888-983-8768 or email info@rentokilna.com to request a free brochure.

The Experts in Pest Control

80 years experience. Over 50 countries worldwide. Over 250 pests. Just some of the figures that make Rentokil the leading global pest control specialist. By working closely with you, we will:

Provide peace of mind

We are the market leaders and have extensive industry experience. We use this expertise to proactively manage and advise you on the prevention of pest problems.

Maintain your reputation

We understand the importance of your business reputation. We help you protect this through a consistent and continuous program of protection, customized for your specific needs, and our approach to bed bug eradication.

Let you do what you do best

Our team of experts will manage your risk from pests, letting you get on with what you do best: Your job.

Provide effective protection

We use cutting-edge technology to guarantee protection to your hotel and its guests from pest infestation.

Reduce your time, effort and stress

Our flexible offers and pest control program help alleviate stress by giving you the confidence that your pest control issues are being handled by the world's leading experts.

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WESTERN EXTERMINATOR COMPANY

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Los Expertos en Control de Plagas

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