



Protection for the Food Retail Industry

Rentokil
Ehrlich | Western | Presto-X



Integrated pest control for the Food Retail sector

Protecting from pests

Every year, pests cause enormous economic damage within the Food Retail sector, especially to those outlets with fresh food counters selling meat, dairy and bakery products. Contamination of valuable raw materials and finished products by live and dead animals, their droppings, skin castings, larvae and pupae both ruins valuable stock and damages the retailer's reputation.

Customers understandably consider any evidence of pests a serious breach of trust, which will inevitably lead to a withdrawal of customers and revenue loss. The consequences can be devastating: Plummeting sales, desertion by customers, incalculable reputational damage and, ultimately, potential closure of the business by regulatory authorities.

Consequences of a pest infestation in the Food Retail sector

- Damage to reputation and customer trust;
- Lost sales and profits due to loss of customers;
- Cost of replacing damaged products;
- Food contamination by pests may even lead to closure of the business by public health authorities;
- Claims for compensation;
- Potential closure by regulatory authorities.

Potential health problems caused by contamination

Pests can contaminate food with microorganisms, putting human health at risk;

- The droppings of rats and mice may contain and transmit a variety of pathogens;
- Respiratory allergies and asthma can be triggered by allergens found in rodent urine as well as the droppings and cast skins of insects like cockroaches;
- The hairs and wing scales of some stored product insects can cause skin and respiratory irritation.

Source: Rentokil Pest Control



Rentokil protects your brand and reputation.



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



Rentokil Provides global technical expertise.



What You Need to Know



Full Service Capabilities

Doing business with a full service company allows you to reduce suppliers and ensure effective pest control solutions for your business or home. We have dedicated Line of Business Managers to help support our Customers and field Colleagues by providing technical expertise.



Online Pest Management System

Data, pest activity and recommendations will be collected by your Technician, with their handheld computers, in real time ensuring that records are always current. The application is safe, reliable and easily accessible, making it appropriate for recording, storing and auditing valuable information pertaining to any location.



National and Global Account Capabilities

With over 1000+ branch offices, we can provide global, national and regional programs that provide consistent, documented protocols with centralized account management. Our 15 Distribution Centers allow us to deliver the right material and product to the right customer at the right price.



Third Party Expertise

Our team of experts, including 5 PhD's in Entomology, will ensure that all elements of the Pest Control portion of your Third Party Audit are compliant. Whether it's British Retail Consortium (BRC), Safe Quality Food (SQF), American Institute of Baking (AIB), NSF International Food Safety, American Sanitation Institute (ASI), Silliker or any other auditor, our entire team will work together to help you achieve the score you require.



Technician Training and Tenure

Our industry leading training program has been developed by our Director of Technical Services and Director of Technical Training – both have PhD's in Entomology and started their careers at Rentokil as Technicians. Average Technician Tenure of 8 or more years ensures that you have the technical competency to protect your most valuable assets – your facility, people and brand. All of our Technicians are individually State Licensed Applicators.



Innovation

Our products and service offerings have been setting new standards in pest product innovation for over 80 years.



Customer Management Program

Traditionally conducted by an Operations Manager or Branch Manager, each QMP audit demonstrates and ensures that we will deliver what we promise. We have a standardized process to conduct quarterly Quality Assurance Inspections. We also utilize a Net Promoter Survey (Customer Voice Counts) to measure customer loyalty throughout our organization. We value this scoring program as it enables us to understand how our Customers perceive our service. Customer loyalty is measured by a single principle: "How likely is it that you would recommend us to a friend or colleague?" Consistently, our scores outrank our competition.

You're in safe hands with our Technical Department

- Our Technical Team tests manufacturers' claims and ensures the preparations our Technicians use are effective against the pests they face;
- In-depth knowledge of all relevant laws and audit standards;
- Full and complete documentation that leaves no question marks;
- PestNetOnline - web-based reporting that includes comprehensive audit checklists, pest infestation logs, trend analysis and much, much more;
- Independent QA inspections and pre-audit reports by members of the management team;
- Ongoing Technical training to ensure we deliver industry leading solutions and service;
- Committed to quality management;
- Environmentally-responsible products and processes;
- Information to improve awareness to detect signs of pest activity at an early stage;
- Rentokil is fully insured for your added peace of mind.

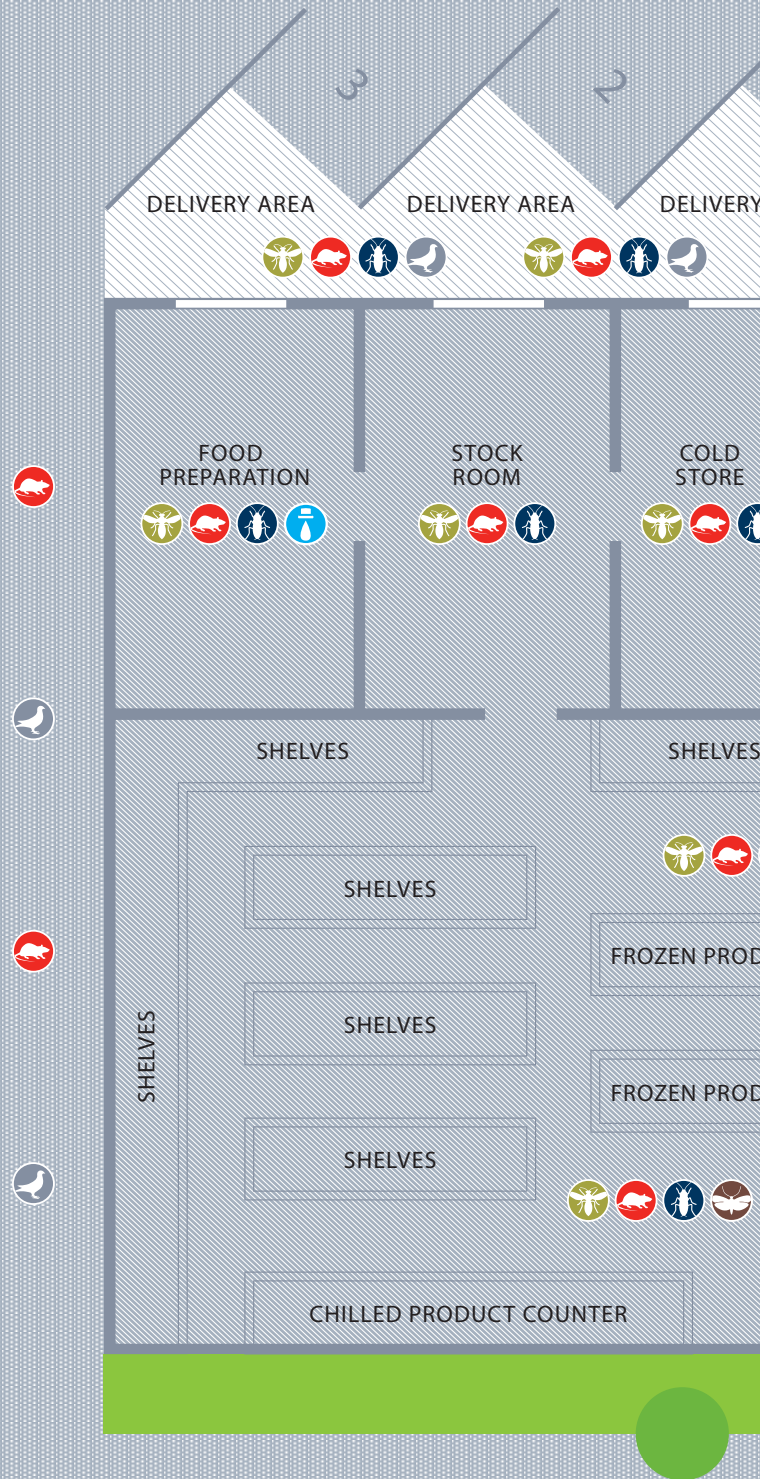
Food Retail

Risk Levels



- 1 Low
- 2 Medium
- 3 High
- 4 Very High

Optimal customized Rentokil system solutions are used according to the pest group and sensitivity of the area of the building to be protected.









Risks to your property:

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



Our Solutions:

- 
Bed Bug Control Services
 - 
Bioremediation Services
 - 
Termite Services
 - 
Bird Control Services
 - 
Vegetation Management Services
- 
PestNetOnline

Integrated pest protection for Food Retailers



Control of Flying Insects

From the smallest **fruit fly** to the most mature **wasp**, every flying insect represents a threat for the Food Retailer. As potential carriers of the bacteria that cause diseases like dysentery, gastroenteritis and salmonellosis, flies pose a real health risk as they move from decaying matter and unsanitary environments to food and food preparation surfaces.

Rentokil's discreet and pesticide-free Luminos system is the ideal solution for Food Retailers. It incorporates a patented adhesive film technology, which attracts insects by UVA light and

hygienically encapsulates them, eliminating the contamination risks from debris. Automatic wind-on of the adhesive film guarantees maximum capturing capacity at all times, while timer settings allow you to adjust to seasonal and local infestation levels. Data proving their effectiveness shows that Luminos systems achieve very high catch rates.

In addition to installing the Luminos system, Rentokil recommends the use of exclusionary measures, such as using window screens in sensitive food production and preparation areas.



Luminos 3 Plus:
Our exclusive line of flying insect lights.



Control of Rodents

As carriers of various bacterial and viral pathogens, **rats** and **mice** pose a serious hazard for Food Retailers.

Rentokil offers a wide range of professional rodent solutions that include monitoring systems, rodenticides and non-toxic control methods. All are designed to suit the particular characteristics of the protected area, regardless of whether it is outdoors, a storage area, moist or wet area or highly sensitive preparation environment.

We select the most appropriate combination of bait, mechanical traps, and monitoring systems for each individual customer to suit

their unique circumstances. This proven approach helps to prevent rodent entry into sensitive food preparation and storage areas.

Our monitoring solutions ensure early detection of any pest activity inside the building. Consequently, specific control measures are only needed in the event of acute infestations.

High tech products such as Rentokil's RADAR combine both detection and control, incorporating electronic monitoring and simultaneous euthanization with CO₂.



RADAR and Mouse Monitoring Units:
For every conceivable application area.

Rentokil can also help you identify structural issues and circumstances, such as joints, cracks or holes in walls, ceilings and doors, which can contribute to rodent infestation or increase your risk of rodent entry.



Control of Stored Product Insects

Stored product pests cause enormous economic damage to the Food Retail Industry through contamination and feeding damage stored food products. There are numerous **beetles**, **moths** and other insect species of particular concern with stored whole, processed and refined grain products. It is therefore imperative to protect valuable raw food materials in stock rooms and warehouses effectively.

Rentokil offers an integrated storage protection system and optimal monitoring and control solutions. Glue traps

with species-specific pheromone lures and pheromone traps allow efficient monitoring and drives the treatment decision making process when pests are discovered. Pheromone monitoring acts as an early-warning system and, when combined with proper control measures, can prevent a full-blown infestation and the subsequent financial losses.

Conventional pesticides are not an effective treatment in all cases and the eradication of insects by heat treatment and bulk cargo or container fumigations



Stored Products and Food Services:
Complete state-of-the-art inspection and treatment services.

can prove reliable solutions for difficult to treat areas. Rentokil's extensive experience, coupled with effective treatments delivered by highly qualified fumigation experts, ensures the best possible outcome.



Control of Cockroaches and Other Crawling Insects

Warmth, water, food and the numerous hiding places in Food Retail businesses provide welcoming environments for establishing infestations of **cockroaches, ants** and other **crawling insects**. Rentokil recommends that combined bait and sticky monitors are used for early detection and to estimate the severity of infestation. These include specialized treatments to tackle the increasingly common **pharaoh ant**.

All detection and control methods recommended by Rentokil are designed

to reduce the risk of a serious infestation and severe damage through early detection. A program of preventative measures is far more efficient and cost-effective than treating a full-blown infestation, as well as being less disruptive to business operations. Uniquely, all treatments used are tested for efficacy by Rentokil's dedicated technical experts.

In addition to a complete range of classic 'attract and kill' methods, we also offer our customers the latest innovations such as



Insect Detector:
State-of-the-art monitoring against cockroaches and other crawling insects.

heat treatment, in which pests are killed very reliably within a few hours by means of a non-toxic, enclosed temperature increase.



Control of Bird Pests

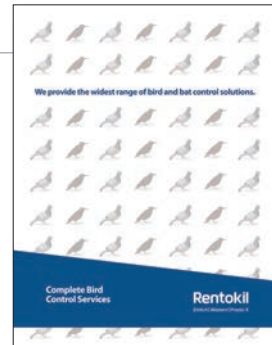
Foul-smelling droppings on your building facade and the pavement outside your shop will deter customers who can also feel threatened by the constant take-off and landing of pigeons and other large birds.

Bird pests, especially **sparrows** and **pigeons**, leave no stone unturned in their search for food and can penetrate the interior of a Food Retail business to contaminate raw materials and goods. They also transmit bacteria that cause diseases like salmonellosis and psittacosis, viruses like Newcastle disease, as well as various types of parasites such as ticks and mites.

Consequently, it is vital to prevent bird penetration through appropriate deterrents.

Depending on the area requiring protection, different electric, wire and netting systems, as well as stainless steel spikes, are used. These solutions prevent birds from approaching, inhabiting and nesting, all of which can be harmful to your business.

Rentokil also provides special, customized solutions to tackle those instances where birds have already penetrated the building interior.



Bird Control:
Innovative technologies to ensure a bird-free property.



Termite Control

Termite Control starts with a careful evaluation of the entire property. Our Representative will identify any conditions that can attract termites and suggest simple steps to minimize those conditions.

If termites are present, we develop a customized treatment plan based on the requirements of your property, the severity

of the problem and your location. The principle behind the Rentokil Defense is to weaken and address existing infestation and reduce the chance that they will reinfest in the future.

If there's no sign of termites, we will provide suggestions on how to guard against them for complete peace of mind.



Termite Control:
State-of-the-art monitoring and baiting or treatment of termites.

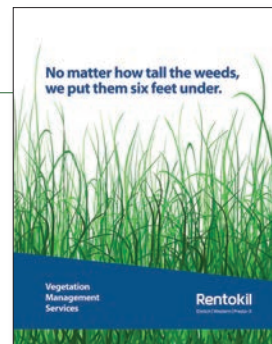


Vegetation Management Services

VMS eliminates unwanted vegetation around your facility. Not only is unwanted vegetation unattractive, it can also pose serious health, fire and safety hazards.

Removing unwanted vegetation eliminates harborage areas for mice, rats and other pests. It also improves safety for employees, vendors and tenants by removing hazards contributing to safer

work environments. Other benefits include reduced labor and equipment needs required to hand trim fence lines and building perimeters, and improved accessibility by opening access to transformers, fuel storage areas, fire hydrants, emergency exits, etc. We also remove dangerous and invasive plants such as poison ivy, multi-flora rose, sumac and other irritant and allergy causing vegetation.



Vegetation Management Services:
Eradication and maintaining areas prone to undesirable or invasive plants.

Benefits at a glance



Expertise in the Food Retail sector – For decades, Rentokil has been serving thousands of convenience stores and other food retailers around the world. As industry experts, we know what it takes to protect your business effectively against a wide range of pests.



Comprehensive protection – Drawing on our years of experience working with customers in the Food Retail sector, Rentokil can identify vulnerabilities in a building's construction that allow pests to gain access or provide them with a safe harbor. We apply our expert knowledge to assess the risk and develop a tailored solution that provides optimal protection.



Discretion and flexibility – Rest assured, Rentokil understands the sensitivity of a pest infestation in a food retail environment and the need for an urgent response and absolute discretion.



Full service – Whether you need reliable maintenance services, a fast emergency response, training in pest protection for your employees or inspections by our experts, we can provide all the help you need.



Local support – With Rentokil's extensive national and international branch network, our pest experts live in your local community.



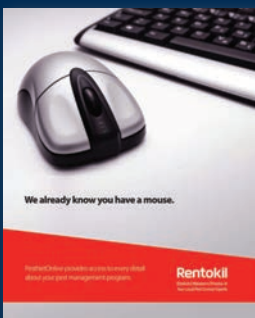
Industry leading treatment processes – We combine proven pest control processes with advanced technologies developed in our world-renowned research laboratory to ensure you always remain one step ahead of pest threats.



LEED and Green Certification – We can assist with LEED Certification and provide green pest management.



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 law and you

Hygiene laws and pests

Food Retailers are required to comply with exacting statutory obligations including food hygiene legislation and HACCP (Hazard Analysis and Critical Control Points) principles that require food to be safely stored, fit for human consumption and not harmful to health.

Food retailers worldwide rely on us to help them control pests in food and food supplies in compliance with industry best practice and hygiene legislation including:

- Microbiological criteria
- Official feed and food controls
- DIN Standard 10 523 (Food Hygiene – Pest control in the food industry)
- Meat and poultry hygiene laws, meat and poultry hygiene regulations
- HACCP
- Regulation on food and security measures
- Food hygiene regulations
- DFV guidelines for good hygiene practice, self checks and documentation
- LFGB Food and Feed Code
- Infection Protection Act (IPA)
- Technical rules for hazardous substances (TRGS)



The Experts in Pest Control

80 years experience. Over 40 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 pest 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 property and products 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.

Ehrlich

Your Local Pest Control Experts
A Rentokil Company

Presto-X

Your Local Pest Control Experts
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WESTERN EXTERMINATOR COMPANY

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Los Expertos en Control de Plagas

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