

Protection for the Pharmaceutical Industry

Rentokil
Ehrlich | Western | Presto-X



Pest control for the pharmaceutical industry

Pest infestation and the consequences

Every year, pests cause enormous economic loss in the pharmaceutical industry. Contamination of pharmaceutical raw materials, medicines and medical devices not only destroys the affected goods and causes production losses, but also results in a devastating loss of customer trust.

Physicians, wholesalers, pharmacies, clinics, associations, health insurance providers and, particularly, consumers and patients are highly sensitive to such incidents, which are seen as being caused by poor hygiene and a violation of the duty of care. The consequences for brand and reputation are often serious, sometimes even ruinous: loss of revenue, customer churn, claims for compensation and even prosecution for non-compliance with applicable laws.

Pharmaceutical manufacturers face greater scrutiny than ever before. Rigorous legal requirements, pharmaceutical-specific

hygiene certification and tough auditing standards are raising the importance of hygiene standards and fueling demand for innovative, non-toxic methods of pest control.

There is no hiding place. Rigorous laws and directives require the source of any failings in the production chain to be accurately pinpointed, particularly where evidence in medical product liability cases is concerned. Increasingly, hygiene safety standards, batch tracking and documentation, come under close scrutiny and it is imperative to ensure quality throughout the entire supply chain - from the purchase of raw materials through to packaging, storage and delivery by third party suppliers.

Rentokil's experts can advise on effective pest control methods to ensure the comprehensive and professional protection of all your pharmaceutical manufacturing processes.

Potential consequences of pest infestation

- Damage to brand and reputation through loss of trust;
- Financial cost of contaminated raw materials, finished products and production downtime;
- Damage to electrical equipment by rodents;
- Lost revenue;
- Loss of customers;
- Inability to fulfill contracts;
- Compensation claims;
- Legal action for non-compliance with applicable laws.

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.

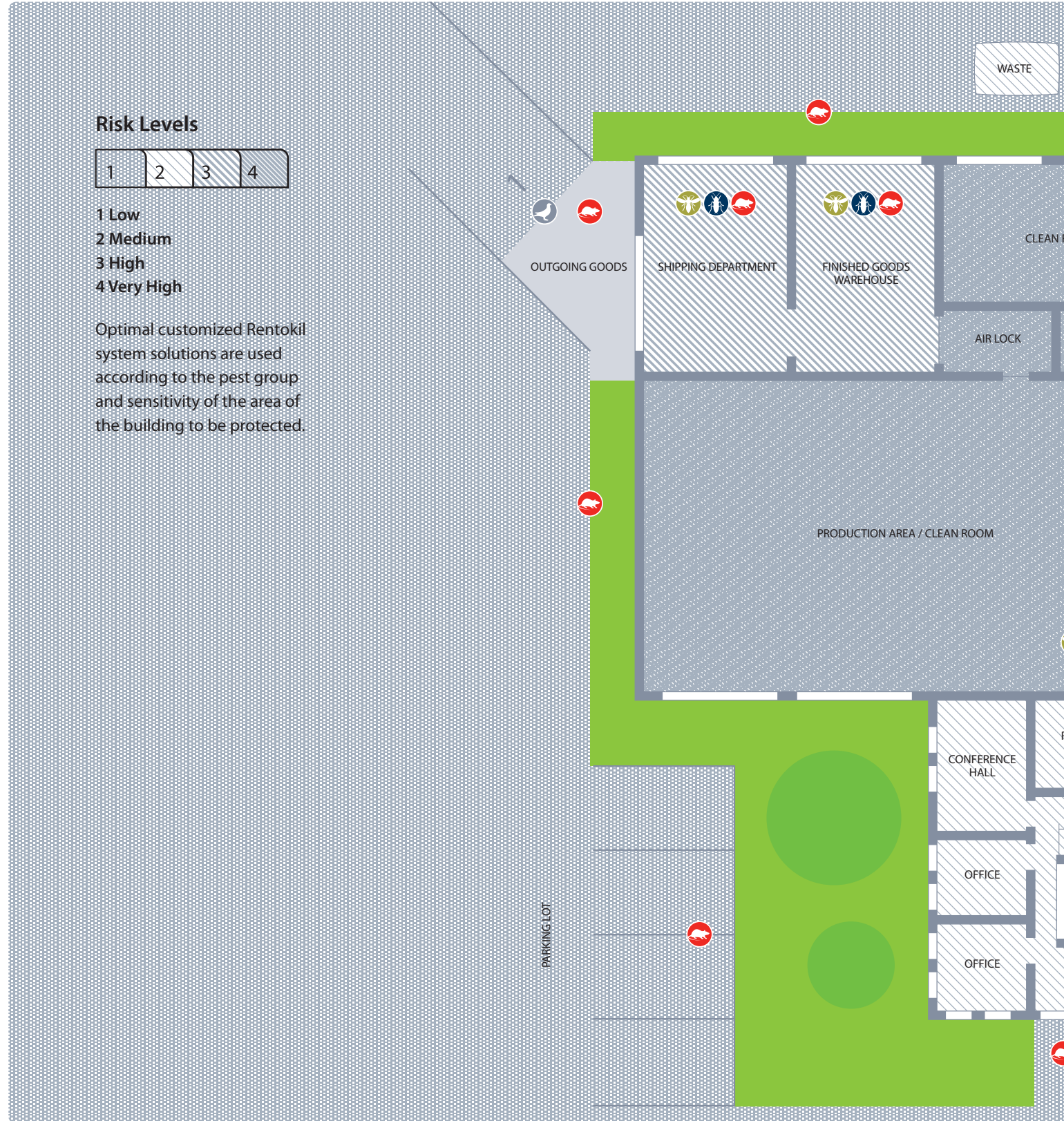
Pharmaceutical Industry

Risk Levels



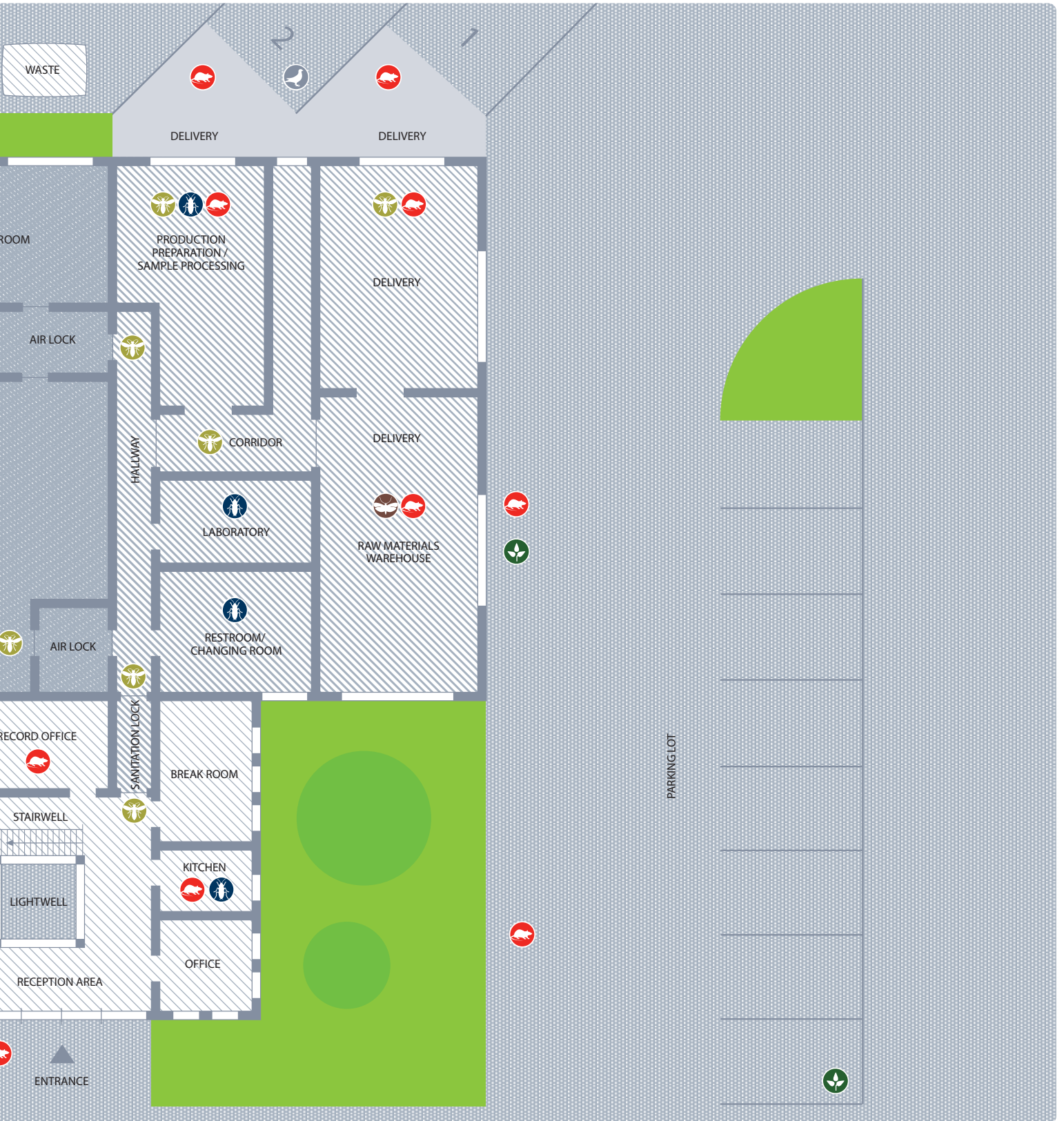
- 1 Low
- 2 Medium
- 3 High
- 4 Very High

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](https://www.rentokil.com/pestnetonline)

Protecting your products against pests



Control of Flying Insects

The risk of contamination of pharmaceutical products by flying insects is high. Rentokil offers effective products for the control of flying insects in all sensitive areas of the pharmaceutical plant.

The Rentokil Luminos 3 system works with a patented adhesive film technology, which attracts insects by UVA light and encapsulates them hygienically, 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.

Luminos flying insect units are designed for industrial use in sensitive areas and, as high performance systems, are far more effective than conventional electric devices. Rentokil Luminos units achieve very high catch rates and our method of proving their effectiveness has been verified by SINTEF, the independent Scandinavian research organization.



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 the pharmaceutical industry.

Rentokil offers a wide range of professional rodent control systems that are designed to suit the particular characteristics of the building, the sensitivity of the protected area, the preventative measures in place and the current infestation level.

We select the most appropriate combination of bait, detection boxes and

treatments (including non-toxic methods) for each individual customer to suit their unique circumstances. Our monitoring systems ensure early detection of any pest activity inside the building so that specific control measures are only needed in the event of acute infestations.

High tech products such as our RADAR system combine both detection and control, including euthanization with CO₂.



RADAR:
System solutions for sensitive areas.



Control of Stored Product Insects and Textile Pests

The raw materials and packaging stored in the warehouses of pharmaceutical producers are a tempting source of food for various **storage and textile pests**. They contaminate stored goods with their feces, tissue and skin castings and cause feeding damage, resulting in enormous financial loss. In addition, an infestation often creates heat and humidity, the perfect breeding ground for dangerous mold spores. It is vital to act quickly at the first signs of an infestation to prevent it from spreading rapidly throughout the entire building.

Rentokil offers a wide range of systems for the monitoring and control of **stored**

product insects and **textile pests**. These include glue traps with species-specific pheromone bait and pheromone traps that allow efficient monitoring and control of the pest population in line with pharmaceutical manufacturing hygiene standards and HACCP principles.

If detection and treatment delays mean pests have already penetrated stored raw materials and products within the warehouse, our pest experts can tackle the infestation using targeted heat treatments or – depending on the storage method – stack or container fumigation to prevent further loss of goods.



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



Control of Crawling Insects

Ants, silverfish, cockroaches, psocids and **beetles** all pose a considerable hygiene risk to pharmaceutical manufacturers. They can cause immense cost and disruption to the production process by infiltrating delivery and storage areas where they can contaminate raw materials and finished goods before spreading to adjacent areas of the building.

Rentokil recommends that combined bait and glue traps are installed for early detection of pest activity and to estimate the severity of an infestation. 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. This is especially true of sensitive production environments where the cost of downtime can be ruinous.

Rentokil offers a wide range of state-of-the-art solutions to detect and control crawling insects including combined bait and glue traps and several non-toxic methods. In addition to the full range of traditional 'attract and kill' treatments such as bait gels, Rentokil offers customers the latest



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

innovations such as heat treatment, which kills hygiene pests within a few hours by means of a non-toxic, targeted temperature increase.



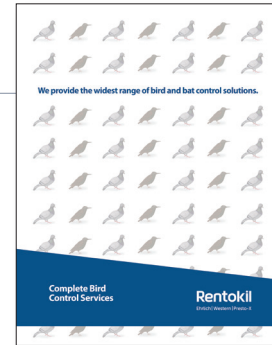
Control of Bird Pests

Birds, especially **sparrows** and **pigeons**, leave no stone unturned in their search for food and can penetrate the incoming and outgoing shipping areas of a pharmaceutical manufacturing business to contaminate raw materials and goods. Constantly opening and closing roller shutters in loading bays and materials handling areas, and the added attraction of nearby waste areas, make these areas appealing to birds.

Birds transmit bacterial infections such as Salmonella 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. At the same time, these measures comply with animal protection legislation.

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.



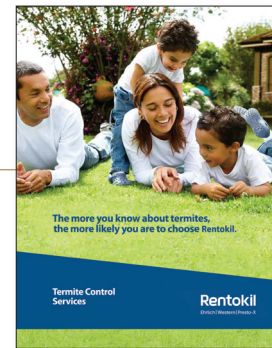
Termite Control

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.

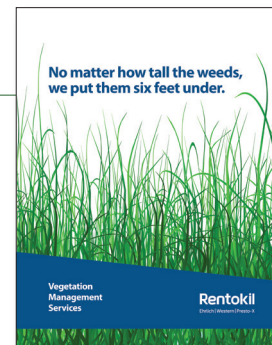


Vegetation Management Services

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.

The law and you

Meeting standards

Ever-tightening legislation and directives make it essential for pharmaceutical manufacturers to take appropriate measures for prevention, early detection and control of pests throughout the supply chain.

Rentokil Pest Control is your professional partner when it comes to controlling pest risks in compliance with internal quality management standards, customer requirements and your statutory obligations including:

- Hazard Analysis and Critical Control Points (HACCP);
- Good Manufacturing Practices (GMP) guidelines;
- Food and Drug Administration (FDA) requirements;
- Food Producers Association–Supplier Audits for Food Excellence (FPA–SAFE);
- Chemicals Act (ChemG);
- Technical Rules for Hazardous Substances;
- ISO 9001:2000 (International Organization for Standardization)

Our experts can advise on the use of appropriate monitoring or non-toxic systems in highly sensitive production and storage areas where the use of poisonous bait for rodent control is not permitted.

Non-toxic systems: Effective protection without risk to health

Today, more than ever before, the maintenance of a safe and hygienic food production area demands new, environmentally friendly and non-toxic control methods.

Rentokil offers a wide range of highly effective non-toxic systems and detection solutions that are optimized for the particular sensitivity of your production processes and ensure you comply with legal and audit requirements to monitor pest activity. By using Rentokil's non-toxic solutions, you minimize the risks for your products, your employees and customers.

Benefits at a glance



Expertise in the Pharmaceutical industry – Rentokil has been serving thousands of manufacturers of pharmaceuticals of all sizes and types worldwide for decades. As industry experts, we know exactly what it takes to fully protect your brand and business against a wide variety of pests.



Comprehensive protection – Drawing on our years of experience working with customers in the Pharmaceutical 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.



Full service – Whether you need reliable maintenance services, a fast emergency response, training in pest protection for your employees or inspections by our expert Technical Team as part of an audit program, 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.



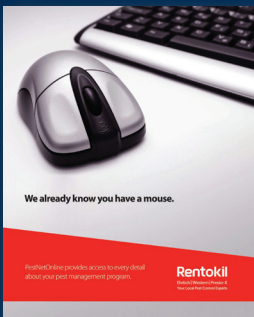
Central point of contact – Organizations with multiple sites in different locations can request a single point of contact for all their operations based on a national or international framework agreement.



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.



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 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

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A Rentokil Company

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Los Expertos en Control de Plagas

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