



# Protection for Restaurants & Bars

**Rentokil**  
Ehrlich | Western | Presto-X



# Integrated pest control for restaurants

## Protecting your reputation by eliminating unwanted guests

Your reputation is everything, and at Rentokil we understand that protecting your reputation and your customer's safety is the top priority. Every year, pest infestations in the Restaurant Industry cause considerable economic damage and pose a high risk for diners due to the possible contamination of their food from pathogens. This can occur directly through pest contaminates or bites, as well as indirectly through the fleas and mites that live on rodents and transmit disease via food packaging, work surfaces and equipment.

You have invested too much in building your reputation to put it at risk. Rentokil can help!

The consequences can be devastating:

- damage to your business' reputation;
- adverse publicity;
- loss of customers;
- loss of revenue;
- even the possibility of business closure.

Your food storage and preparation areas, in particular, can attract a host of stored product pests that, if left unchecked, could contaminate valuable food supplies. This can result in significant financial loss, particularly if vast quantities of stock need to be discarded. At worst, widespread contamination by pests could lead to kitchen closure and significant financial losses.

Working with an expert 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 business' most precious asset – its unblemished reputation.

### Health damage

- Pests can contaminate food with microorganisms;
- Feces and urine of rats and mice transmit a variety of dangerous pathogens;
- Cockroaches can spread salmonella, E. coli, & other food-borne pathogens;
- Allergens produced by insects can trigger allergic reactions, including asthma;
- Introduction of parasites by rats and mice.

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.

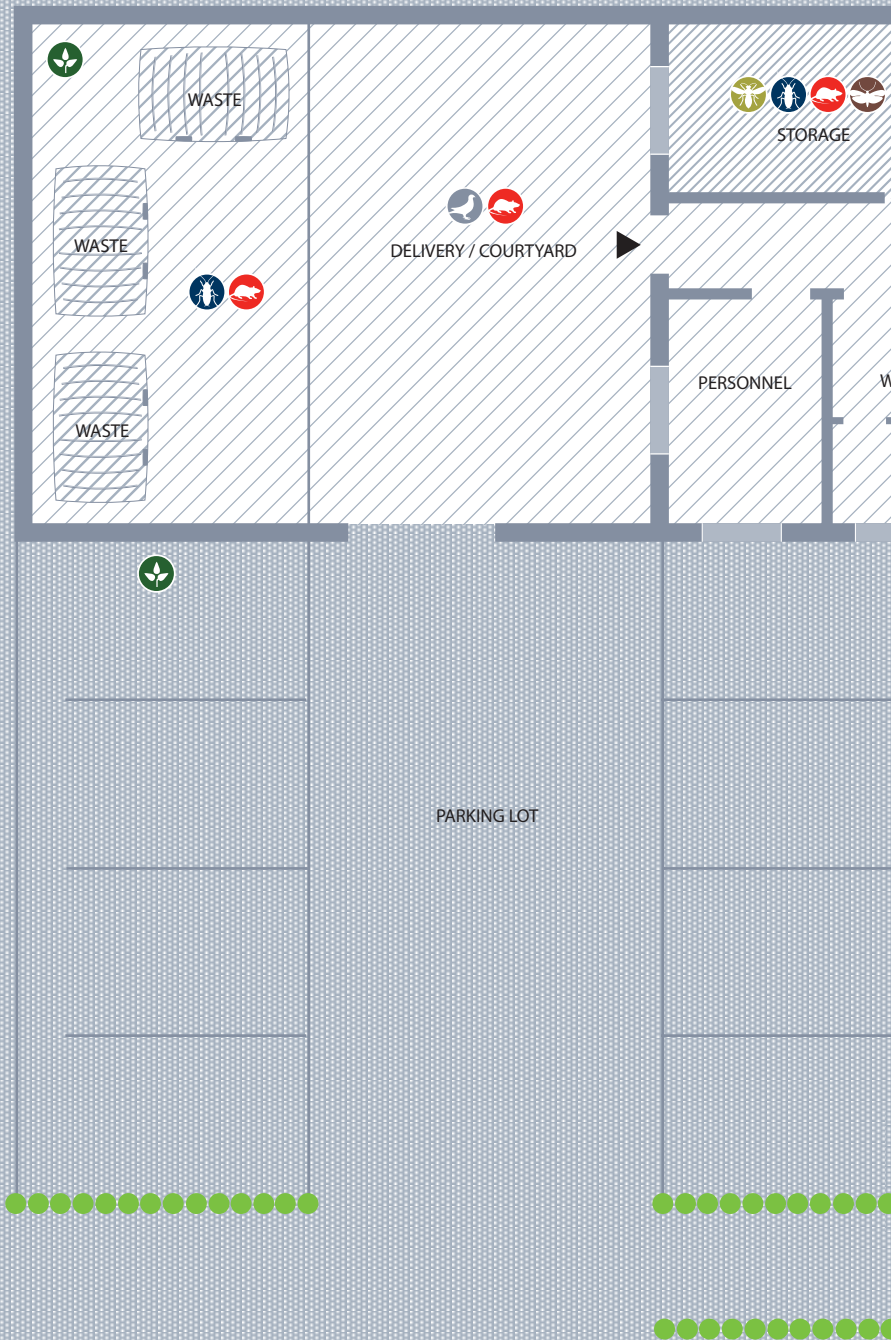
# Restaurants & Bars

## Risk Levels



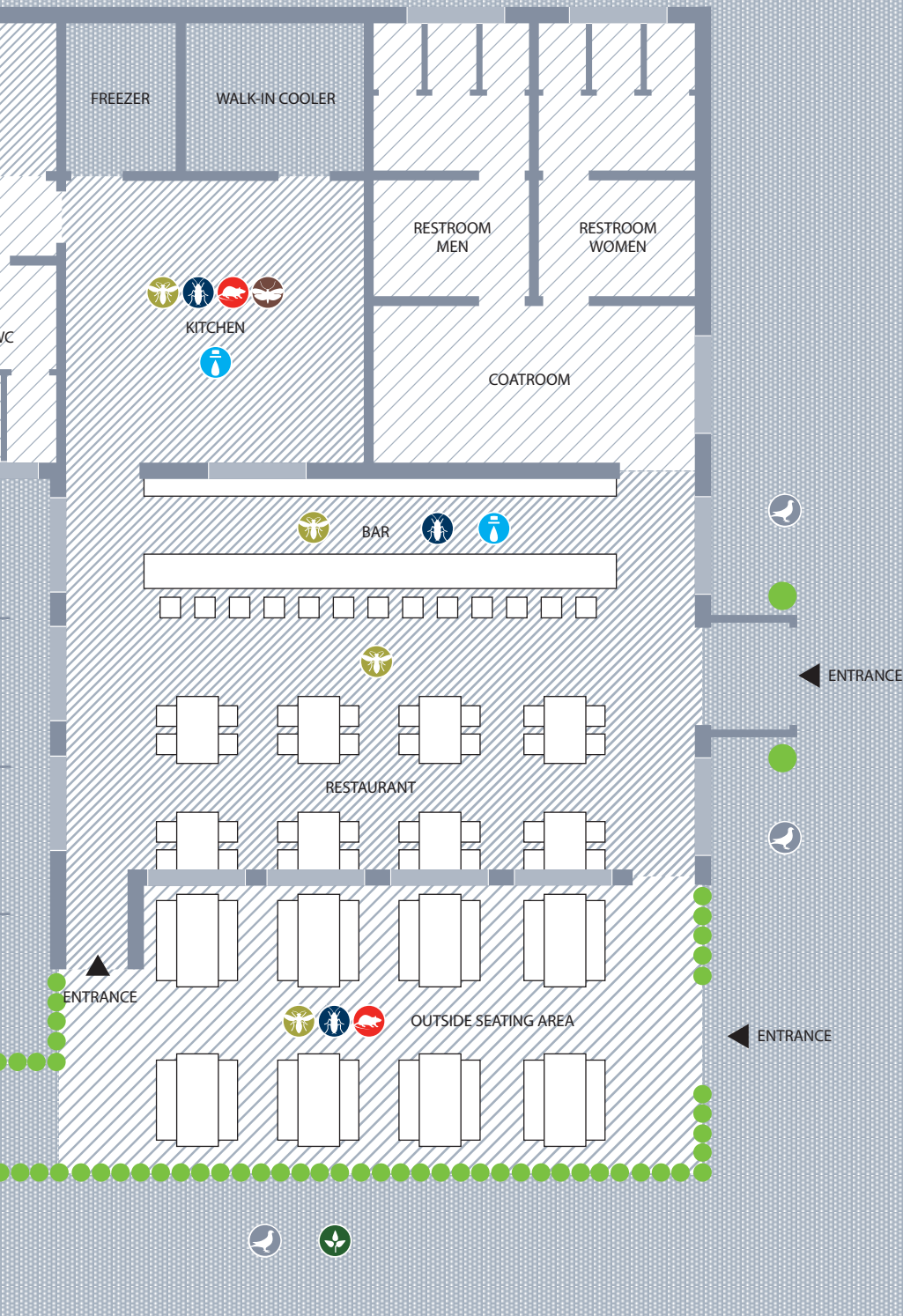
- 1 Low
- 2 Medium
- 3 High
- 4 Very High

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.pestnetonline.com)

# Protecting your guests and reputation



## Control of Flying Insects

The risk of food contamination by various flying insects in kitchens is extremely high. Besides the hygiene risk, **house** or **fruit flies**, **moths** or **wasps** also disturb the dining experience and raise uncomfortable questions about hygiene standards.

Establishments that offer outdoor dining find that **stinging insects** regularly become a nuisance in the summer months. In bar areas

it is common for hundreds of **fruit flies** or **drain flies** to inhabit rotting food and drains. Rentokil's Luminos Insect Fly Light traps incorporate the latest adhesive film technology, which attracts flying insects by UVA light and discreetly encapsulates them. Data proving their effectiveness shows that Luminos systems achieve very high catch rates.



**Luminos Insect Fly Lights** are efficient, stylish and discreet.



## Control of Rodents

In their relentless search for food, **rats** and **mice** constantly seek out structural weaknesses and will enter buildings through outdoor areas, delivery or garbage areas, and even kitchen or storage rooms. Rentokil recommends a dual approach, first to prevent entry through the strategic placement of bait outside the property targeting them before they enter, and second, to ensure the early detection of an infestation.

By focusing on prevention, pest control measures are only necessary for

acute infestations. In such cases, Rentokil deploys a wide range of discreet, access-restricted bait stations and mechanical trapping devices, as well as a range of treatments designed to suit the operational environment.

In quality dining environments, the guest's perception is all important. Rentokil offers an effective service to protect the exterior of restaurants from destruction by **voles** and **moles**. Our Vegetation Management Services will reduce pest harborage areas on your property.



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



## Control of Stored Product Insects

Supplies in Restaurant kitchens and warehouses are a tempting source of food for many uninvited guests. **Flour moths** and various **beetles** can contaminate a variety of foods when brought into the premises with packaged food items or by flying in through an open window.

For the restaurant, this first means the loss of valuable goods damaged by feeding and excrement, webs and skin castings. Then there is the warmth and moisture created

by the infestation that may lead to mold growth and development.

Rentokil can protect your ingredient stocks with a range of highly effective monitoring and control systems. These include adhesive traps with pheromone lures and species-specific pheromone traps, which also allow for efficient monitoring in accordance with HACCP guidelines.



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



## Control of Cockroaches and Other Crawling Insects

**Cockroaches** are one of the biggest threats to a Restaurant. Warmth, water and food debris provide ideal conditions for harboring this light-shy pest. This makes your kitchen, counters, bar, storage areas and wall voids a particularly welcoming environment.

For early detection of pest activity and to estimate the scale of infestation, Rentokil offers combined attractant and glue traps. In addition to the full range of traditional

attract and kill treatments such as the use of bait gels, Rentokil offers its customers the latest innovations such as heat treatment, in which pests are killed very reliably within a few hours by means of a non-toxic, targeted temperature increase.

**Garden ants** are another problem for the Restaurant Manager, being found in eroding patio slabs or infesting kitchens and food storage areas. Here, Rentokil can help with highly effective bait methods.



## Control of Bird Pests

Foul-smelling droppings on window sills, patios and pavements, together with the constant take-off and landing of **pigeons** and other birds can make diners and employees feel at risk. And with good reason: bird pests transmit bacterial and viral pathogens such as Salmonella, as well as various parasites including **ticks, mites** and **bugs**.

We can help with cost-efficient and field-proven deterrent systems.



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



## Termite Control

Termite Control starts with a careful evaluation of your 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 business, 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 give you suggestions on how to prevent them so you have complete peace of mind.



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

# The law and you

## Hygiene laws and pests

Catering businesses, Restaurants and Bars are required to comply with exacting statutory requirements including food hygiene legislation and HACCP (Hazard Analysis and Critical Control Points) principles, which require food to be safe. This means that it must be fit for human consumption and not harmful to customers' health. As Restaurant, Bars and Catering businesses are all too well aware, they must take appropriate measures for the prevention, early detection and control of pests in food and food supplies.

The legislation lists a number of important checks to be performed and documented, apart from any official food inspection:

- Measures must be taken to obviate and/or prevent contamination by animals and pests;
- A thorough pest control program must be implemented;
- Appropriate procedures for pest control must be provided. For food of animal origin a pest control plan must be provided, with description of the controlled area, indication of the used pesticides as well as evidence of the nature and results of the monitoring measures (general administrative provisions of food hygiene);
- Food must not be subjected to any adverse impact. Adverse impacts include animal pests and their excretions, biocides and plant protection agents.

In addition to these statutory obligations, a reputable business will strive to attain high standards of cleanliness to prevent contamination to achieve a reassuring rating under the Food and Drug Administration (FDA).



# Benefits at a glance



**Expertise in the Restaurant Industry** – For decades Rentokil has been serving thousands of restaurants, bars, cafés, snack bars, pubs and restaurant chains worldwide. As industry experts, we know exactly what it takes to fully protect your inventory, and therefore your business, against a wide variety of pests.



**Comprehensive protection** – Drawing on our years of experience, Rentokil can identify vulnerabilities in a building's construction that allow pests to gain access or provide them with safe harborage. 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 restaurant and the need for an urgent response and absolute discretion.



**Peace of mind** – You have the reassurance that comes from Rentokil's in-depth understanding of all relevant laws and regulations, as well as the documentation requirements. Drawing on our knowledge of the test criteria of food inspectors and other control bodies, we are able to develop preventative programs that will satisfy the most rigorous audit requirements.



**Full service** – Whether you need reliable maintenance services, a fast emergency response, training in pest protection for your employees or inspections by our experts 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](mailto: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 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.

### Ehrlich

Your Local Pest Control Experts  
A Rentokil Company

### Presto-X

Your Local Pest Control Experts  
A Rentokil Company

### Rentokil

The Experts in Pest Control

### WESTERN EXTERMINATOR COMPANY

Your Local Pest Control Experts  
A Rentokil Company

### Rentokil

Los Expertos en Control de Plagas

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### Rentokil North America Pest Control

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