

SCOPE OF WORK

PROGRAM GOALS:

1. Reduce pest sightings on facility contracted areas to zero.
2. Identify and document conditions contributing to pest "site carrying capacity" within contracted areas.
3. Establish a preventative maintenance program to exclude pests from these facilities.

PROGRAM IMPLEMENTATION:

Complaints of infestations other than German cockroaches generally arise from pests that are invading buildings from the exterior landscape. The exterior treatment will consist of inspecting the facilities covered by the contract. During this inspection, insect resource and reservoir sites will be identified and serviced using non-chemical means when appropriate. If University Termite and Pest Control, Inc., feels a treatment is warranted on the interior, servicing recommendations will be submitted. Additionally, conditions conducive to insect/rodent habitation will be documented and reported to Staff.

Interior treatment will involve a visual inspection of all facilities covered by the contract. Special attention will be given to food handling (kitchen, cafeteria, etc.), storage, janitor closets, and restroom facilities. Monitors will be discreetly placed in areas where infestations are most likely to occur. During this inspection, insect resource and reservoir sites will be identified and serviced using non-chemical means when appropriate. Additionally, conditions conducive to insect/rodent habitation will be documented and reported to Staff.

Pesticide formulations will not be applied inside the facilities without approval.

Non-chemical methods include physically removing infestations (using vacuums where practical), removing webs, and installing monitors to check further pest activity. Other non-chemical methods also include recommending changing the physical attributes of an area to remove insect attraction (example: recommending installation of zero clearance door sweeps or converting exterior light bulbs from mercury or halogen to sodium lights), or other methods as needed.

If a chemical treatment on the interior is required, it will be done using non-odorous methods such as crack and crevice, baiting (in containerized, paste, or dust formulations), and residual spot treatments. Inside facilities, particularly classrooms, baiting will be the primary means of treatment. This type of monitoring program, coupled with the above methods will allow the servicing technician to minimize chemical usage, make precise applications and give the Client the low visibility service it desires.

These methods ensure that chemicals (if needed) are applied to the areas where insects breed/harbor, and virtually eliminate odors and chemical exposures normally associated with pesticide applications.

Accurate record keeping and written instruments of communication are essential to the successful implementation and continuation of an IPM program. Accomplishing this is our "Quality Assurance Log Report System." This system consists of a logbook containing:

- Customer communication sheet on which pest sightings are reported to the University

- Termite & Pest Control Route Manager.
- Pest Control Service, Inspection, & Sanitation Reports with recommendations to be reviewed with Staff at the completion of each service visit. One copy of each report would be forwarded to Facilities Management and University Termite & Pest Control's Corporate Office.
- Tabbed filing system to allow quick access to these reports. The records become a complete service history and insure uniformity in service.
- Labels and Safety Data Sheets (SDS) for any pesticides used.

ADDITIONAL SPECIFICATIONS

1. **Service Schedule.** Monthly service will be performed on a regularly scheduled basis, the same day each month (I. e. first Monday, second Wednesday, etc.), for each site. If the regularly scheduled day falls on a holiday, prior arrangements for rescheduling service will be made. University Termite & Pest Control will provide the schedule to the Client upon award of the contract and meeting with designated Staff.

2. **Reporting Procedures.** Service shall be performed by a specially trained Arizona State Certified Technician, who will report to the designated Staff at the beginning and end of each service call. A verbal and written report of findings and service will be provided at that time.

3. **Covered Areas.** Monthly service at the facility will include all structures designated on the service agreement.

4. **Covered Pests.** Pests covered under monthly service are:

<u>Ants</u>	<u>Cockroaches</u>	<u>Rodents/Mammals</u>	<u>Spiders</u>
Acrobat	American	Deer Mice	Wolf
Argentine	German	Field Mice	Brown
Bigheaded	Oriental	House Mice	Trap Door
Carpenter	Brown-Banded	Packrats	Cellar
Field	Turkistan		House
Southern Fire	Smokey Brown	<u>Scorpions</u>	<u>BeesWasps/Hornets*</u>
Ghost		Whip	Honeybees
Harvester	<u>Crickets</u>	Wind	Cutter
Leaf cutting	Field	Bark	Digger
Little Black	House	Striped Trail	Baldface
Little Fire		Desert Hairy	Blue Horntail
Odorous House	Earwigs		Mud Daubers
Pavement			Digger
Small/False Honey	Millipedes	Pillbugs	Paper
Thief			Potter
Velvet	Centipedes		Spider
Yellow			

5. **Other Areas and Pests.** Areas and pests not covered by this proposal experiencing problems with pests not listed in paragraph 4 will be serviced at an hourly rate with a minimum of one hour per service visit. These areas and pests not covered by this proposal may be addressed on a "as needed or on call " basis, or an amendment to the contract.

6. **Housekeeping.** If sanitation or other in-house factors become a problem to the extent that University Termite & Pest Control, Inc., cannot maintain an effective pest control

program, it is the responsibility of the client to assure that these factors are corrected.

7. **Emergency Service:** Emergency service for covered areas and pests shall be addressed within 8 working hours at no additional charge. (Normal working hours are defined as 8 AM to 5 PM, Monday through Friday, holidays excepted.)

8. **Methods.** University Termite & Pest Control, Inc., shall determine the most effective pest control methods. These methods will be in strict accordance with all Federal, State, and local laws & regulations.

9. **Service.** Monthly service at contracted sites is to consist of exterior and interior inspection of all facilities covered on the site. Monitors will be placed in these areas as appropriate. With a monitoring system in place, chemical need not be applied unless absolutely necessary, and if necessary, the application is precisely aimed toward the target pest by being placed in the areas where the pest is breeding/harboring. If a pesticide application is deemed necessary:

- University Termite and Pest Control, Inc. (UTPC) will notify the client as soon as possible.
- If approval of proposed application is received during service visit, University Termite and Pest Control, Inc. will treat specified areas of infestations..
- If approval of application is received after UTPC has left the site, the client will notify UTPC to service specified areas upon next service visit unless it is deemed an emergency application.
- In the case of an emergency application (infestation poses immediate physical or health hazard), UTPC will notify designated personnel.

Quality Assurance Log Reports will be completed at the end of each service visit as required.

10. **Pesticide Use.** University will adhere to the following rules for pesticide use:

- **Approved Products.** UTPC will not apply any pesticide product that has not been submitted with their proposal, or approved by the client.
- **Pesticide Storage.** UTPC will not store any pesticide product on client premises.
- **Application by Need.** Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any inside or outside area will not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area. Preventative pesticide treatments of areas where surveillance indicates a potential insect or rodent infestation are acceptable on a case by case basis. Approval will be obtained from the client prior to any preventative pesticide application. When pesticide use is necessary, UTPC will employ the least hazardous material, most precise application technique, and the minimum quantity of pesticide necessary to achieve control. All pesticides utilized will be category III or IV toxicity.

11. **Insect Control.** UTPC will use non-pesticide methods of control whenever possible. For example:

- ✓ Portable vacuums rather than pesticide sprays shall be used for initial clean-outs of insect infestations.
- ✓ Spiders in webs will be physically removed using brooms, etc., rather than pesticide sprays.

When it is determined that a pesticide application is necessary, the following rules will apply:

- *Crack and Crevice Applications.* As a general rule, UTPC will apply all insecticides as "crack and crevice" treatments only. Crack and Crevice is defined in this proposal as treatments in which the formulated insecticide is not visible to a bystander before, during, or after the application process.
- *Insecticide Bait Formulations.* Bait formulations shall be the primary means for indoor insect control.
- *Monitoring.* Sticky traps shall be used to guide and evaluate indoor insect control efforts and to determine action threshold responses.

12. Rodent Control.

- ✓ *Indoor Trapping.* Rodent control inside occupied buildings will be accomplished using trapping devices only. All traps will be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Traps will be checked on a schedule. University will be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.
- ✓ *Use of Rodenticides.* If the action threshold for rodent is exceeded, all rodenticides, if necessary, regardless of packaging, shall be placed in exterior locations not accessible to children, pets, wildlife, and domestic animals, and in EPA approved tamper resistant bait Stations.
- ✓ *Use of Bait Stations.* Frequency of bait station servicing will depend upon the level of rodent infestation. All bait Stations shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. UTPC will adhere to the following six points:
 - (1) All bait Stations will be placed out of the general view, in locations where they will not be disturbed by routine operations.
 - (2) The lids of all bait Stations shall be securely locked or fastened shut.
 - (3) All bait Stations shall be securely attached or anchored to the floor, ground, wall, or other immovable surface, so the station cannot be picked up or moved.
 - (4) Non-lethal monitoring bait shall be secured (with wire or other appropriate means) within the bait station within the baffle protected feeding chamber of the station, and never in the runway of the station. When activity is detected the monitoring bait will be replaced with a rodenticide bait. Once activity is eliminated the rodenticide removed and monitoring bait re-installed in the station.
 - (5) All bait Stations will be labeled on the inside with UTPC business name and address, and dated by UTPC's technician at the time of installation and servicing.
 - (6) In order to measure effectiveness of rodent baiting programs, on each service visit UTPC will record bait consumption for each bait station serviced. Copies of bait consumption/monitoring reports will be forwarded to Facilities Management.

13. Warranty.

All monthly services for covered pests are warranted for 30 days from date of treatment.