



THE COMMERCIAL PEST CONTROL GUIDEBOOK

Best Practices for Your IPM Program



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COMMERCIAL PEST CONTROL 101

Pest Control Is Serious Business

No matter what your business is, your facility has all the food, water and shelter a pest could dream of. It's no wonder preventing them from setting up shop in your workplace is a constant battle—but it should never feel like a struggle to you. That's where an effective pest control program from a licensed and experienced provider comes in. A regular, preventive program customized to your business's unique environment should feel like it runs itself, while delivering the results your leadership needs to see.

Those results matter, because pests can be incredibly destructive to your business and its reputation. Nuisance insects and animals can pose a risk to the safety and stability of buildings and products—particularly in an environment that serves or processes food. A pest event, like an infestation, can quickly lead to lost income, damaged inventory and even compensation claims—not to mention an unpleasant disruption to your routine for weeks to come. Some pests, such as flies, rodents and mosquitoes, can even jeopardize the safety of your employees and customers. The most effective way to mitigate these risks is to help prevent pest infestations before they start with a reliable pest control program.

So, what exactly does that mean for your business? Consider this guide your roadmap to setting up a gold-standard commercial pest control program, as we break down the basics, best practices and our top tips for every industry.

Regulated Industries Have Higher Stakes

Many industries, like food processing and healthcare, have strict regulatory requirements around pest control and sanitation. If you're the one who has to stand behind your pest control program while standing in front of a third-party auditor, it's vital to work with a partner who is experienced in serving your industry and well-versed in its requirements. You'll want to ensure they set you up for success with comprehensive reporting, too—something your inspector or other regulatory agent will ask for every time.

PREVENTIVE MEASURES

Prevention Is King

Any solid pest control program should be based around Integrated Pest Management (IPM), a best practice in the pest control industry. Many people think of pest control as the application of pest-eliminating products, but IPM programs take a holistic look at everything from your environment to your team's habits to build strategies that help prevent pest activity in the first place.

Step 1: Inspect Your Property

A pest control provider will begin your IPM journey with a comprehensive inspection, using their training to spot the tell-tale signs of pest presence your team might miss, such as cockroach droppings or rodent gnaw-marks. A comprehensive assessment helps your pest control partner identify the underlying reasons pests could potentially infest your property—as well as which pests pose the greatest threat to your business.

Step 2: Create a Prevention Plan

After the inspection, your IPM program kicks into high prevention gear. Pest control providers turn their deep knowledge of pest habits and behaviors into a playbook of techniques to help prevent their presence in the first place, such as:

- ◆ **Effective sanitation and cleaning around pest hot spots**
- ◆ **Proper food product storage**
- ◆ **Building and equipment maintenance to shut down common entry points and harborage areas**

Recommendations will also be customized to your industry requirements, property type and geography.

PREVENTIVE MEASURES

Step 3: Implement the Plan

Now it's time for your provider to invest their elbow grease into executing on the plan. Not only should they stick to the service frequency they recommend for you and be available for any issues that pop up in between, but they should also live up to your standards by:

- ◆ Following IPM best practices
- ◆ Working with your team on training when needed
- ◆ Keeping you audit-ready at all times if you're in a regulated industry

Step 4: Monitor and Document

Beyond employing an arsenal of preventive techniques, a key part of IPM is ongoing monitoring to ensure your program is working. Monitoring should include:

- ◆ Clear documentation of services performed
- ◆ Logs of any pest activity spotted
- ◆ Recommendations for you and your team to help you keep fine-tuning your program over time

IPM programs use three methods of control for the best results:

Physical

Uses objects or tools to make your environment less attractive to pests. **Examples:** Door sweeps and air curtains

Cultural

Engages your employees in preventive sanitation practices. **Examples:** Maintaining trash areas and employee breakrooms

Chemical

Used in targeted applications as a last resort only. **Examples:** Gel or granule applications

FREQUENCY OF SERVICE

How Often Do I Need Service?

Effective pest control is a process, not a one-time event. No matter what kind of business you’re managing, you should have proactive, regularly scheduled service with a provider. The recommended frequency for that service varies not only by industry, but by your specific location. That’s why you should never work with a partner who offers cookie-cutter solutions or a standard recommendation for how often they’ll visit you. To set you up on the right schedule, your provider will evaluate several conditions, including:

- ◆ The structure, layout and age of your building
- ◆ Your sanitation program’s efficacy
- ◆ Regulatory requirements for your industry
- ◆ Your location (e.g., a high-traffic area) and surrounding environment (e.g., vegetation)
- ◆ Your team’s adherence to protocols and recommendations
- ◆ The common pest pressures and seasonality of your climate/region

Once a Month, or More?

Businesses are high-activity environments where lots of people come and go—sometimes bringing pests along with them. Food and water are also on hand in plentiful amounts, even if just in breakrooms and restrooms. Every business will require professional pest control service at least monthly, but many need more frequent visits.

1x a Month

- » Strong sanitation program
- » Standalone building

Example:
The Heights
Class A Offices

2x a Month

- » Downtown location
- » Heavy surrounding pest pressures

Example:
The Diner

1x a Week

- » Highly regulated
- » Medium size
- » Temperate climate

Example:
Ace Food
Processors

2x a Week

- » Highly regulated
- » Large size
- » Subtropical climate

Example:
Acme Food
Processors



PEST SEASONALITY

How Your Pest Control Changes With the Seasons

There are four seasons in a year for humans, but not for pests and pest control. Orkin has identified at least six different seasons of primary pest pressures that should inform your pest control service throughout the year.

While your provider will keep seasonality top of mind as they tailor your visits, unfortunately, you’re never off the hook with many of these pests. The warmth, water, food and cozy shelter your business can provide keeps them clamoring to come inside year-round. And many industry-specific pest threats, such as stored product pests and bed bugs, can strike anytime, winter, summer, spring or fall.

<div>Shelter Season JAN–FEB</div> <div>1. Rodents 2. Spiders 3. Pavement Ants 4. Wildlife 5. Stink Bugs/Occasional Invaders</div>	<div>Swarm Season MAR–APR</div> <div>1. Ants 2. Spiders 3. Asian Lady Beetles 4. Wildlife/Moles 5. Termites</div>	<div>Breeding Season MAY–JUNE</div> <div>1. Ants 2. Occasional Invaders 3. Stingers 4. Mosquitoes 5. Termites</div>
<div>High Season JULY–AUG</div> <div>1. Ants 2. Stingers 3. Mosquitoes 4. Flies 5. Spiders</div>	<div>Prep Season SEP–OCT</div> <div>1. Ants 2. Rodents 3. Spiders 4. Overwintering Pests (Lady, Stink) 5. Fleas</div>	<div>Invader Season NOV–DEC</div> <div>1. Rodents 2. Spiders 3. Wildlife 4. Overwintering Pests</div>

Timing of each season may vary based on your geographic location.



ADDITIONAL SERVICE OPTIONS

Beyond Basic IPM Service

Your pest control provider should offer you a customized treatment plan—anchored in IPM and designed to address your specific pest issues—to help you avoid future problems. But, there are many other services your provider can perform that you may not know about (or associate with traditional pest control). Familiarize yourself with some of the common products providers may offer outside the scope of your standard pest control service. They can be worthwhile add-ons to help you save time and heartache by preventing common pest pressures in your industry or region.



Bed Bug Control

Additional proactive monitoring for bed bugs is recommended for vulnerable environments like hospitals and hotels, but employees can bring these pests into other office and work environments, as well. Pest control providers give you access to an array of detection and treatment strategies, such as canine inspection.



Bird Control

Birds can spread disease, damage property and create hazardous conditions. Pest control providers use habitat modification techniques to make your business less attractive to birds.



Disinfectant Cleaning

Reliable sanitation is part of the foundation of a good IPM program. Pest control providers can help give you peace of mind by applying professional disinfectant cleaning solutions where they'll protect your staff and customers most.



Exclusion

Keeps pests out by sealing potential entry points, like cracks and thresholds, by using a combination of weather-resistant sealants and tools, like air curtains and door sweeps.



Floor and Drain Cleaning Products

Greasy buildup in floors, drains, pipes and equipment can be a magnet for drain flies and other pests. Some providers offer professional-grade products to make this area cleaner and safer.



Fly Control

Flies can spread pathogenic bacteria, including Staph, E. coli and Salmonella. Treatment components such as light traps, baiting and chemical control can help stop fly infestations in their tracks.

ADDITIONAL SERVICE OPTIONS



Mosquito Control

From landscaped areas to outdoor dining areas, these tiny, disease-spreading nuisances can pose a real danger to customers and staff. Targeted mosquito suppression helps you minimize these risks.



Odor Control

Odors that build up in dumpster areas, drains and restrooms can attract disease-carrying pests like flies. Automatic cleaning, maintenance and odor-neutralizing products make sanitizing these areas easier.



Restroom Care

Products that help to eliminate odors, reduce bacteria and keep toilets properly flushed can help keep pests away while keeping your staff and customers happy.



Rodent Control

While exclusion and sanitation are the bedrock of your fight against rodents, if a heavy infestation occurs you may need to add a combination of traps and rodenticide baits to help with monitoring and control.



Staff Training

Your provider can help you get your entire team on the same page with pest control, teaching them how to identify and monitor for pests, report sightings and help manage conditions with a focus on prevention.



Termite Control

Termite damage can be devastating to your facility's structure. Monitoring, baiting and treatment products can help ensure these wood-chewing pests don't bite into your bottom line.



Tick Control

Ticks can transmit harmful diseases including Lyme and Rocky Mountain spotted fever. From habitat modifications to targeted insecticide applications, this service can reduce tick risks for your staff, customers or occupants.



Vendor Inspections

Once you find a provider who lives up to your standards, you can have them inspect your vendor facilities, too, to ensure that your vendors have the same serious commitment to a pest-free environment that you do.



Wildlife

Sometimes residents of the great outdoors—like squirrels, raccoons, opossums or snakes—can make their way inside, especially to overwinter. Wildlife management services remove them efficiently and humanely.

ADDITIONAL SERVICE OPTIONS

Add-On Services by Industry

Though every element of your pest control program should be personalized to your business, this chart is a quick guide to the add-ons businesses turn to most to support the best results from their IPM program.

	Food Processing	Manufacturing	Logistics	Healthcare	Foodservice	Hospitality	Education	Property Management
Bed Bug Control				◆		◆	◆	◆
Bird Control	◆	◆	◆	◆		◆	◆	◆
Disinfectant Cleaning			◆	◆	◆	◆	◆	◆
Exclusion	◆	◆	◆	◆	◆	◆	◆	
Floor and Drain Cleaning Products				◆	◆			
Fly Control	◆	◆		◆	◆	◆	◆	◆



ADDITIONAL SERVICE OPTIONS

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Mosquito Control				◆	◆	◆	◆	◆
Odor Control	◆			◆	◆	◆	◆	
Restroom Care	◆	◆	◆	◆	◆	◆	◆	◆
Rodent Control			◆		◆			◆
Staff Training	◆	◆	◆	◆	◆	◆	◆	
Termite Control								
Tick Control							◆	
Vendor Inspections	◆		◆		◆			
Wildlife	◆	◆					◆	





TIPS FOR YOUR INDUSTRY

There's no such thing as one-size-fits-all pest control. Different businesses have their own pest battles, entry points, sensitivities and regulatory requirements. Now that you have your pest control basics down, let's take a closer look at what effective, consistent pest control means for you and your business.

Food Processing

The huge amounts of product entering your environment on a daily basis naturally attract pests like rodents, cockroaches, ants, flies and stored product pests—which can carry pathogens that cause foodborne illness. Your IPM program needs an emphasis on non-chemical techniques to help keep food safe, as well as the comprehensive documentation and reporting you need to always have on hand for first-, second- and third-party audits. These documents should track when your facility has been visited by a provider and exactly which services were performed, including any pest activity or treatments applied.

Logistics

You have enough to stay on top of keeping up with deadlines and demand, without adding pest control into the mix. The challenges include multiple warehouse entry points, doors opening and closing around the clock, constant deliveries and shipments, transloading and goods stored for weeks on end or longer—all of which give pests like rodents, birds and flies plenty of options for infiltrating your operations. That's why it's vital to have an IPM program that accounts for things like shipment inspections, stock rotation and strong sanitation and exclusion—and have a provider who manages your program reliably with few demands on you.

TIPS FOR YOUR INDUSTRY

Healthcare

A pest sighting by a patient or family member can shake confidence in the quality healthcare you provide. But with people and their belongings coming and going, foodservice areas and damp laundry areas, pests are naturally attracted to your environment. Find a pest control partner who stays proactive with IPM, meets or exceeds Joint Commission Compliance requirements, and ensures you adhere to regulations governing the use of pesticides and other chemical applications. They should also help train your staff to watch for signs of bed bugs, and help prevent them with techniques like quarantining personal belongings.

Manufacturing

You don't want pests arriving to your customers in shipments from your facility, and your employees don't want to work in an environment with flies buzzing around as they do their jobs. Sprawling facilities provide many opportunities that pests can exploit to get into your business. And while the products you make can attract them, so can your manufacturing equipment, which give off warmth and water in the form of condensation. Your pest control provider should help you map out and monitor hot spots in your facility, setting you up with a preventive maintenance schedule focused on exclusion techniques.



TIPS FOR YOUR INDUSTRY



Foodservice

Diners are incredibly unforgiving about pest sightings, but pests from rodents and cockroaches to flies and stored product pests are drawn to the food and waste in your environment. Your pest control program plays a vital role in maintaining food safety, given that pests can carry many of the bacteria that cause foodborne illness. Work with a provider who offers an IPM program with an emphasis on non-chemical techniques to keep all services food-safe. They should review your sanitation and food storage practices with you and help you stay ready for health inspections—of which pest control may account for up to 20 percent of your score.

Hospitality

Cleanliness is king in the eyes of your guests, and nothing leaves a nasty impression on them like a pest sighting—especially the dreaded bed bug. But with so many guests coming and going, leaving food crumbs around and bringing in pests on their luggage, pest control is a round-the-clock endeavor. Working with a provider who understands the hospitality environment, as well as the food safety concerns of your kitchens and foodservice areas, will help you get the best results from your IPM program. Your provider can also work with your housekeeping staff to establish sanitation best practices.

TIPS FOR YOUR INDUSTRY

Property Management

Keeping your property in top form and your tenants happy is more than enough to keep you on your toes. That's why finding a pest control partner who can regularly service your building and keep you updated on progress without needing your supervision is key. A provider experienced in property management will help you lock down your sanitation and protect vulnerable areas like break rooms, storage rooms and ceiling areas. And if a pest sighting does occur, you need a responsive partner to take care of the problem quickly and effectively so your tenants stay happy—and are happy to stay when it's lease renewal time.

Education

Students have a knack for creating ideal pest conditions, leaving food in backpacks, desks or lockers and throwing trash on the ground. This is why strict adherence to IPM is so important for your pest control program. Choose a provider who uses environmentally responsible products, is well versed in the laws and regulations governing school pest control in your area, and has experience treating foodservice, restroom, dormitory areas and more while limiting the use of chemical treatments.





HELP GET PESTS UNDER CONTROL, FOR GOOD.

No matter what business you're in, you have to be in the business of keeping pests out with a well-documented, IPM-based program managed by a trustworthy, professional pest control provider. What that looks like is determined by your industry, building, surroundings, climate and more. And when it's working really well, you barely see it at all.

For more information on establishing a reliable pest control program tailored to your team and business, visit [orkin.com/commercial](https://www.orkin.com/commercial).