



**SERVICE LEVEL AGREEMENT
Pest Management Program
for
Key Waste
Greenhills Road, Dublin 12**

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Executive Summary

Summary of Service specification

Service: Interior and exterior* pest management in accordance with the principles of Integrated Pest Management (IPM).

Service Frequency: Twelve (12) visits per annum

Pest Coverage: Rats, Mice, other pest monitoring

Documentation: Written reports and recommendations will be provided and reviewed with the designated facility representative following each regular service visit. Additional copies will be filed at your local branch office. Where available, electronic documentation will be available via computer generated reports and secure internet web reporting.

Quality Assurance: Our IPM program is backed by our Quality Assurance program, which guarantees the service you receive meets high quality standards – and your own.

- A member of KeyGreen technical team will provide an additional field biologist inspection and report in agreement with the client

Emergency Service: Included at no extra charge and guaranteed within 24 hours of your call

Materials: All forms of monitor boards and product formulations, as required, are included.

Insurance: KeyGreen is fully insured with personal liability and property damage to a limit of 13,000,000

* Exterior coverage extends to building perimeter unless otherwise indicated.

Partnership Roles & Responsibilities

The most successful IPM programs are true partnerships between our Commercial Pest Specialists and our clients' management and staffs. By working together to fulfill the roles and responsibilities outlined below, we can make your IPM program as effective as possible day in and day out.

Pest Prevention Services

1. Provide service to your property a minimum of 12 times per annum. In the event of a rodent sighting/capture internally KeyGreen will carry out a site visit on the first day and then follow up visits will be completed based on risk identified
2. Perform a comprehensive inspection during each scheduled visit and determine appropriate treatment methods.
3. Provide a Service Report after each regular visit, which will describe any deficiencies in housekeeping, maintenance or sanitation that could promote pest problems. Recommendations will be made for correcting these deficiencies and submitted to you.
4. If necessary, carefully select and apply least-hazardous pesticide formulations in accordance with local regulations and label instructions. Copies of product labels and Material Safety Data Sheets (MSDS) will be housed on-site for your reference.

Key Waste will:

1. Make the premises available for service at the specified time and ensure that all areas are accessible for inspection and treatment.
2. Prepare your premises for service according to the agreed upon conditions to ensure protection of your property from contamination.
3. Promptly correct deficiencies noted on the written reports provided by your KeyGreen Pest Specialist. This is critical to ensure the integrity of your IPM program.
4. Train your employees to conduct routine cleaning processes that do not disturb, remove or contaminate the control methods placed by your KeyGreen Pest Specialist
5. Designate one or two employees to report all pest sightings in a logbook for your KeyGreen Pest Specialist to review during each visit.

Standards of Performance

To effectively prevent and manage pests at your facility, your KeyGreen Pest Specialist will adhere to the Standards of Performance outlined below as part of your IPM program.

1. METHODS OF CONTROL

A. Non-Chemical Techniques

1. **Mechanical traps** of various types may be used as needed to monitor and/or control rodents. Each station will be mapped on a site diagram.
2. **Foam sealant, copper mesh, caulking or other exclusionary products** may be used to close openings that can be used by pests, either as harborages or entry points.

B. Chemical Techniques

1. **Pesticides**, if needed, will be applied in accordance with individual product label instructions and only when non-chemical methods have been ineffective or are inappropriate. Materials will be selected from a list of preferred products offered by KeyGreen or from a facility-approved list developed in consultation with KeyGreen. Copies of product labels and MSDS will be provided.
2. **Rodent baits** will be used in enclosed bait stations on exterior locations of the facility, such as the building perimeter and fence line. Bait stations in all exterior locations and other areas that are accessible to children, pets or non-target wildlife will be of a tamper-resistant variety.

2. SERVICE PROCEDURES

A. Exterior Locations

1. Insect and Crawling-Pest Control (subject to separate agreement)

Baits or seasonal residual insecticide applications will be made as needed in specific, targeted areas around the immediate exterior of the facility. These areas might include door frames, window frames, exhaust fan ports, loading docks and foundation walls. Care will be exercised to prevent drift of materials into the facility or landing on surfaces, such as door thresholds, that might allow them to be picked up on shoes or wheels of equipment and be transported inside the facility. The Perimeter Defense System also may include the use of exclusion techniques. KeyGreen always considers appropriate non-chemical methods of control before utilizing chemical options.

2. Rodent Control

KeyGreen will install and maintain a supply of weatherproof and tamper-resistant rodent bait stations around the exterior of the facility in locations such as fence lines, building perimeters and other areas likely to be attractive to rodents. The bait stations will be anchored in place. Each bait station will be serially numbered to correspond with a site diagram that notes its location. The stations will be inspected regularly to monitor for rodent activity and to ensure that rodent bait remains fresh. KeyGreen will dispose of any rodent remains – client staff should not attempt to remove or disturb bait stations or their contents.

B. Interior Locations

1. Insect and Crawling-Pest Control (if applicable)

The primary control measures on the interior of your facility will be visual inspections and monitoring devices. During each service visit, your KeyGreen pest specialist will identify any infestations and report any needed repairs or maintenance and sanitation issues.

To monitor pest activity, glue traps may be used on floor areas where crawling pests are likely to frequent, and pheromone traps may be used for insects. All traps will be inspected a minimum of once per month and the information kept on an accumulative log sheet to show increases in numbers of insects trapped. The results of the trap catches and visual inspections will largely determine what course of action is necessary to prevent an infestation.

Control measures may include physical removal of pests and infested materials, sealing cracks and crevices, and bait application. In the event that baiting and trapping fail to achieve an acceptable level of control, KeyGreen may use other measures as needed.

2. **Rodent Control**

A combination of single-catch and multiple-catch mechanical traps may be placed in areas most likely to be used as runways by rodents, serving as a monitoring and control measure. Your KeyGreen Pest Specialist will determine the types of traps used based on an inspection of your facility. Baits will not be used in public areas or food production/handling areas inside the facility.

Rodent devices may be placed along walls or in other areas that rodents might use as runways. All such rodent devices will be serially numbered, mapped on a building site diagram and maintained regularly. KeyGreen will dispose of any captured rodents or rodent remains – client staff should not attempt to remove or disturb trap contents. Traps must remain accessible for service by KeyGreen at all times.

In the event that baiting and trapping fail to achieve an acceptable level of control, KeyGreen may use other measures as needed in specific, targeted areas within the facility.

Service Documentation

We document all services provided by KeyGreen Pest Specialist, operations management, support staff and Quality Assurance professionals. Service documentation is housed on-site at your facility, with copies kept at your local KeyGreen branch office.

KeyGreen IPM service documentation includes the following:

- A. **Scope of Service:** Outlines the specifics of your service plan.
- B. **Site Diagram:** All pest control devices are numbered and indicated on the site diagram.
- C. **Pest Monitoring Log:** It is essential to designate one or two employees to report all pest sightings in the Pest Sighting Log to indicate what pests were seen in between service visits and where the pests were located. (*See Partnership Roles and Responsibilities Section*)
- D. **Inspection Reports:** Details areas inspected, problems found and corrective actions and recommendations,
- E. **Service Reports:** A Service Report will be completed at the end of every service. Pest activity and action plans to correct any pest problems will be documented, as well as structural and sanitation recommendations.
- F. **MSDS/Labels:** Material Safety Data Sheets, or labels, provide details about materials used in compliance with state and federal regulations and quality audits.
- G. **Insurance/Licenses:** KeyGreen insurance information as well as relevant licenses or certifications that verify your KeyGreen Pest Specialist's qualifications and certifications to perform pest control.
- H. **Contacts:** Provides all pertinent contact information at your facility, including client requirements and service date and time, should your KeyGreen Pest Specialist need assistance or to communicate any problems in case of emergency.

Quality Assurance

We back our IPM service offering with KeyGreen Quality Assurance program, which guarantees your pest management service meets KeyGreen high quality standards – and your own.

Signed

Carl Hunter

KeyGreen

Date: 1st March 2023