Why Integrated Pest Management? Understanding, Designing and Resolving Implementation Challenges!

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Take Home Message

- Definition and Benefits of IPM program
- Components of IPM
- Designing and implementation
- Communication/Partnership
- Regulatory & Other requirements
  - FSMA, HARPC, LEED, etc.
- Brand protection – Customer & PMP
Outline

- Quick review of IPM
- Management involvement at various level
- Case Histories
  - Food Retail
  - Restaurants QSR and Full Service
  - Food Processing & Healthcare
- Bottom Line
- Q & A
Times Have Changed

No more exterminator and the bug man!
What is Integrated Pest Management?

- Integrated pest management (IPM) is a system of controlling pests by combining cultural, biological, mechanical, and physical control methods in a way that minimizes health and environmental risks.

- In practice, IPM is based on identification of the pest, monitoring activity, and applying control techniques when a “threshold” is reached.
What is IPM?

- IPM is an environmentally responsible approach to pest management that takes advantage of all pest management options.

- IPM is a system of controlling pests by combining cultural, biological, mechanical, and physical control methods in a way that minimizes health and environmental risks.

- IPM is a “comprehensive protection program”
What is IPM?

IPM is a precise & comprehensive approach that enables to:

• Break the life cycle of pests by combining multiple methods
• Monitor and prevent new pests from entering your facility
• Provide Trend Report Analysis that documents measurable results
• *Succeed with the least toxic approach*
• *Deliver a proactive / preventative program that address root causes*
• *Leverage the combined expertise of facility and the PMP*
• *Provide a comprehensive and cost effective approach*
Traditional Pest Control Vs. IPM

Traditional (Reactive)

- CONTROL
- MONITORING
- PREVENTION

IPM (Proactive)

- PREVENTION
- MONITORING
- CONTROL
IPM: An Ongoing Cycle

- Holistic Approach
- Reduces Chemicals
- Partnership
Steps in the IPM Cycle

- Assess
- Implement
- Monitor

A.I.M.
1. Assess the Situation

- Inspect for:
  - Pests
  - Entry Points
  - Conducive Conditions
What Pests Want:

- Food
- Water
- Shelter
- Optimal Temperatures
Invitations are Everywhere
2. Implement Solutions

Partnership
Cleaning Up – Inside

- Don’t leave dirty dishes out
- Clean up spills and crumbs
- Clear clutter
- Take out trash regularly
- Line and lid trash cans
- Vacuum and mop frequently
Cleaning Up – Outside

- Hose down trash chutes and dumpsters
- Install an odor control system to reduce odors that attract pests
- Maintain regular trash pick up and dumpster cleaning
- Keep outdoor areas clean
Facility Maintenance

- Make sure doors and windows are completely sealed when closed
- Eliminate common points of entry
- Seal exterior cracks and crevices
Moisture Control

- Inspect for sources of moisture
  - Leaky roofs/HVAC units
  - Soda/ice machines
  - Refrigerators
  - Dishwashers
  - Pipes
  - Broken sprinkler heads, etc.
Landscaping

- Minimize pest-friendly landscaping
- Trim vegetation away from building exterior
- Replace mulch with gravel
Trapping

- Monitoring and control
- Areas frequented by pests
- Check regularly
- Record placements on map
- Record pest activity in traps
IPM Treatments: Baiting

- Preferred for low volatility
- Can be used in interior and exterior locations
- Ensure bait stations are properly secured, numbered and mapped
If Materials are Needed

- Select least-toxic products
- Apply with care
- Notify staff – include:
  - Brand name or active ingredient of applied material
  - Location
  - Date and time
  - Application method
  - Earliest recommended date/time to resume activity in the area
  - Applicator's name
  - Contact info for personnel in case of questions
3. Monitor and Document

- Document all pest management issues
- Document all pest management activity:
  - Dates of service
  - Pest activity
  - Corrective actions
  - Bait/trap map(s)
  - Pesticide usage data
  - Target pests
  - Locations of treatments
Portrait of an IPM Plan

Pest Observed/Reported

Pest Identified/Situation Analyzed

Non-Chemical Control Options
- Exclusion
- Sanitation
- Moisture Control
- Supply Inspections
- Trapping
- Structural Modifications
- Physical Removal
- Landscaping
- Waste Management

Chemical Control Options
Start with least toxic formulations
IPM Program Evaluation

- Review documentation to assess IPM strategies and results
- Look for areas of improvement (structural, sanitation, etc.)
- What to look for:
  - Unauthorized pesticide use and storage?
  - Uncontrolled pest problems?
  - Routine or calendar-based pesticide applications?
  - Haphazard pesticide selection?
Work Together at All Stages

- Notify staff of your IPM plan
- Ask them to watch out for signs of pests and report them
- Encourage them to keep their spaces clean
Communicate to Staff

- FREE content on www.orkincommercial.com
- Newsletter content
- Tip sheets
- Flyers
- White papers
- Training videos
Ask Staff to Report Pests

- “Eyes and ears” of your IPM program

- Report any pest sightings or evidence of pests (droppings, etc.) immediately
Benefits of IPM

- Lower costs
- Fewer pests
- Less chemicals

76% of adults prefer to eliminate pest problems in their homes with less toxic products.

-Harris Interactive Poll
IPM Plans & Relationship that Work

- Challenges
  - Understanding the IPM Concept
  - Commitment – Buyer or Food Safety Personnel
  - “Partnership” with the Pest Vendor
  - Organization structure
    - Corporation – single vs. multiple locations
    - Franchisee operator
    - Local vs. National program
IPM Multiple Processes

IPM

Education/Training
- Management
- Contractors
- Tenants
- Custodians
- Other Employees

Eliminate/Reduce
- Food source
- Water
- Pest Access
- Harborage

Control Measures
- Non Chemical
- Prevention
- Chemical

IPM Commercial Services
IPM Communications

Environmental Services (or other dept. in charge of pest control)

Facility Maintenance

Structural maintenance requests

Facility Employees

Notification of chemical treatments

Pest sightings

Pest Management Professional

IPM Training and Oversight

Performance feedback

Corrective action recommendations

Charges that may impact pest control
Organization Challenges

IPM Plans & Relationship that Work

- **PMP**
  - Sales
  - Service Specialist
  - Service Manager
  - Branch Manager
  - Region Manager
  - Division President
  - Client Services/QA
  - President

- **Customer**
  - Buyer/Purchasing
  - Site Manager
    - Shift Changes
  - Area Manager
  - Region VP
  - QA
  - President
Real Life Scenarios

- Food Retail Store
  - Multiple Locations
- QSR
  - Company
  - Franchisee
- Restaurant
  - Company
Food Retail Store (FRS)

- HACCP bases scope of service
  - Roles/Responsibilities defined
- Orkin Dedicated QA Managers
- Orkin dedicated service specialist
- FRS Dedicated Food Safety Managers
- Escalation Procedures defined
- Trend Analysis
Food Retail Store

- Two services per month
- ESR – 2 hours, resolve 24 hours
- E-Alerts
  - Pests
  - Sanitation
  - Structure
- Repeat
- Action plan with responsibilities/closure
Food Retail Store

Upper Management

Orkin Ops

Orkin Client Services

Corp QA Team

Food Retail Purchasing

Store Management

Customer Care Center
Branches
Regions
Divisions
Quick Service Restaurant (QSR)

- Scope provided
- Orkin Designated QA Manager
- QSR QA/Food Safety Managers
- Company Locations
- Franchisee Locations (independent)
- Periodic audits (by third party or Corp)
Quick Service Restaurant (QSR)

- Escalation monitored daily till resolved
- Differentiate pest activity/infestation
- Pest Management Technical Forum
  - Frequent consultations
  - Continual Improvement
- Annual Meeting
Quick Service Restaurant (QSR)

- Monthly Update – Conference Calls
- Quarterly Business Review
  - # of Locations & # of services
  - ESR by pest/month/state
  - Number/Percentage of issues
    - Pests
    - Sanitation
    - Structure
    - Repeat
  - Trending by Month/Quarter/Year
Upper Management

- Orkin Ops
- Orkin Client Services

QSR Corp/Franchise

- Corp QA Team
- Corp Purchasing

Customer Care Center
- Branches
- Regions
- Divisions

Restaurant Management or Franchisee

Region Management or Franchisee

Franchisee Purchasing
Full Service Restaurant

- Scope provided
  - Purchasing + QA
- Orkin Dedicated QA Manager
- Restaurant QA Managers/Director
- Daily E-Alerts
  - Pest/Sanitation/Structure
  - QA monitor & facilitates remedial action
- Weekly Conference Calls
  - Restaurants: QA, Ops, Facility
  - Orkin: Region/Branch/QA
What works
- Escalation
- Very open communication
- Sharing data – Good – Bad – Ugly
- Partnership
- Periodic review meeting, quarterly or earlier
- Continual improvement
Communication

- Web broadcast
  - One way video
  - Two way audio
- Across the Orkin Branches
- Customers Participation
- Review requirements
- Concerns from the field
- Great communication tool
Key Points

- Structured communication – touch points
- Meaningful exchange of ideas
- Show interest in the end result
- Does the field know the relationship value
- Field Level communication – don’t let it break- who is on first
- Establish roles/responsibilities
- Region/District close loop
Challenges/Opportunities

- **PMP**
  - Often lack confidence of dealing with right people
  - Have difficulty doing a courtesy call with prime contact
  - Are generally hesitant to escalate due to backlash at the local level
  - Are willing to listen and give
Challenges/Opportunities

Customer

- Have business to run
- Often the prime contact not on site
- Local site staff are not fully engaged
- Secondary contact unsure of the escalation procedure
- Region/District contact often reach out the purchasing when there is an issue
IPM – Never Ending Cycle

- Inspection
- Prevent
- Monitoring
- Sanitation
- Joint Venture
  - PMP
  - Customer
Regulatory Requirements

- Promoting IPM
- FSMA
  - Proactive – HARPC
- LEED
  - Least Toxic Pesticides
- USDA’s NOP
The Bottom Line
The Bottom Line

- PMP Technician
- PMP Branch Ops
- PMP Reg/Div/Corp Management
- PMP QA

Level 1
- Restaurant On Site Management

Level 2
- Restaurant Reg/Div/Corp Management

Level 3
- Restaurant Purchasing

Level 4
- Restaurant QA/Food Safety
Take Home Message

- Understand the benefits of IPM
- Benefits of creating plans and relationships that make IPM a win-win program
- Communication/Partnership – *Various Levels*
- Regular reviews
- Continual improvement
- Brand protection – Customer & PMP
Questions?
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