

General Pest

1. Ants
2. Bed Bugs
3. Bees/Wasps
4. Bird Lice
5. Carpet Beetle
6. Cockroach
7. Fleas
8. Possums
9. Rodents
10. Silverfish
11. Spiders

Timber Pests

12. Termites
13. Timber Pests

Field Staff Tier System

As the competency units are changing we have set the pathway to reflect these changes.

1. Trainee Complete minimum licensing requirements.
New staff orientation, covering Company Policies, including O.H. & S., risk management, Company documentation, communication and reporting requirements and security/confidentiality.
Obtain Altis installer only certificate.

Unit PRMPM05B	Modify Environment to manage pests
Unit PRMPM06B	Apply pesticides to manage pests
Unit PRMPM18B	Maintain an equipments and storage area

2. Technician – Licensed Complete additional units of competency.
Obtain Altis installer/treatment certificate.

Unit PRMPM02B	Asses pest management options
Unit PRMPM07B	Implement a pest management plan
Unit PRMPM09B	Advise client on pest management option

3. Technician Inspector Complete additional units of competency
Obtain Exterra Termite Interception and Baiting System certificate.

Unit PRMPM08B	Inspect and report on timber pests
Unit PRMPM10B	Control timber pests

4. Senior Technician Complete additional units of competency

Unit PRMPM43A	Prepare and present pest management submission, including quotation
Unit PRMCMN302A	Respond to client enquiry and complaint

5. Senior Supervisor Complete Certificate III (including elective units)

Unit PRMPM08B	Inspect and report on timber pests
Unit PRMPM10B	Control timber pests

Plus suggested unit BSBSBM407A – Manage a small team.
Hold a Building Services Authority Supervisors Card.

6. Technical Manager Completed Certificate IV

1. ANT SERVICE

HOUSEHOLD ANT SERVICE

General

Household Ants
The Problem
The Xxx Pest Control Service
The Warranty
Communication
Chemicals
Equipment
Occupational Health and Safety

Operational Procedure

Inside the house

Equipment
Chemicals
Application of gel baits
Application of insecticide dust

Roof

Equipment
Chemicals
Application of dust
 Roof void
 Raked ceilings
 Cavity walls

Under the house

Equipment
Chemicals
Application of dust
Treatment alternative

Outside

Equipment
Chemicals
Application of chemical
Documentation
Recalls
 Booking Re-Treatments

YARD ANT SERVICE

General

Yard Ants
The Problem
The Xxx Pest Control Service
The Warranty
Communication
Chemicals
Equipment
Occupational Health and Safety

Operational Procedures

Under the house

Equipment
Chemicals
Application of dust
Treatment alternative

Outside

Equipment
Chemicals
Application of chemical
Documentation
Recalls
 Booking re-treatments

THE ANT SERVICE

Household Ants

This service will cover the following pest species:

White footed black house ant	<i>Technomyrmex albipes</i>
Coastal brown ants	<i>Pheidole megacephala</i>
Minute house ant	<i>Plagiolepis alluaudi</i>
Black house ant	<i>Iridomyrmex glaber</i>

The Problem

Household ants are an annoying problem to householders, as they often get into kitchen, bathrooms and laundry cupboards and over bench tops. Ants may consume or contaminate food and clothing. Ants can present a health risk, as they can physically transmit diseases. Ants can be difficult to manage.

The Xxx Pest Control Service

The method of conducting this service and the associated warranties are unique to Xxx Pest Control, as all services have been designed to deliver the highest-level of customer satisfaction and best pest management outcome.

Inspection of the inside and outside of the house prior to any insecticide application and the proposed treatment methods must be discussed with the client to ensure the best pest management outcome.

The inside treatment should be limited to areas of activity and potential problem areas that are not readily accessible by people or pets.

The use of liquid sprays inside the house should be a last resort and when used the chosen product should not have any odour. This is not only important for people who may have respiratory problems, but to allay fears by the client that dangerous chemicals have been applied.

The client should be informed of the nature of any applied product and where requested a copy of the MSDS supplied. Their concerns generally revolve around whether it is safe, especially around children and pets, whether it will be disruptive to the household. Does it require preparation on their behalf such as the need to empty cupboards or leave the house during the treatment?

The roof void, outside and under the house (where accessible) are treated as standard service.

Assure the client that you are a fully accredited operator and may make **recommendations** on how to avoid making the home attractive to ants.

The Warranty

This service carries a six (6) month Service Warranty.

It is the responsibility of the technician to perform as thorough a service as possible to reduce the likelihood of re-calls which are inconvenient for both the company and the client and an additional cost to the company. It should be explained to the client:

- To allow 7 days for the treatment to take effect. This time is required for the ants to contact the baits and transfer to the nest. After this time they should notice a distinct reduction in the number of ants within the home.
- If the problem has not begun to reduce in 7 days to contact the service centre.
- The warranty provides for an additional treatment within the six month warranty period.

Communication

It is important to confirm customer and service arrangements prior to beginning any treatment.

In the initial discussion with the customer, confirm that they are indeed the client and that the service arrangements are that which the customer is expecting.

If the customer details, service arrangements, the quoted price or the allotted time for that service do not match the job details, call the office and the service and the cost will be reviewed **prior** the start of any work.

Obtain information from the customer about the pest activity or condition in accordance with this treatment manual.

Determine by pre-treatment inspection:

- Site access
- Pest activity and habitation of pest
- Treatment method
- Risks - personal safety, non-targets and the environment.

Inform the customer of your findings including the level of infestation, the intended treatment method (chemicals to be used and where) and the intended outcome. Also inform the customer of any recommendations to reduce conditions around the house that will continue to attract or harbour pests.

Chemicals

The insecticides used to manage ants may take the form of dusts, granules or liquid formulations and have a residual allowing them to work over a period of time. Once the ants come in contact with the insecticide they will gradually be eradicated, however some insecticides are slow acting to permit the active to be transferred back to the nest.

To work, the ants must feed on the bait containing the insecticide. This is the reason why the customer may not see a change straight away and should wait the seven day period before contacting the service centre.

The following are the only chemicals that are permitted to be used for control of ants inside and around homes:

- Biflex
- Drax
- Permethrin Dust
- Maxforce Granular ant bait
- Brigade Granular insecticide
- Amdro Granular ant bait

Equipment

The following equipment will be required to carry out an ant service in and around a house:

- Torch
- Screwdriver
- Hand drill with 5mm drill
- Power drill with 12mm masonry and wood drills
- Hand sprayer unit
- Hand duster
- Electric duster
- Ant bait station
- Granular bait spreader

Occupational Health and Safety

- The technician must wear surgical gloves but there is no need to wear any other safety clothes when applying Drax inside the home.
- The technician must wear the following safety equipment when dusting the roof, under the house or applying other chemicals outside.
 - Half face respirator
 - Washable hat
 - Elbow length gloves
 - Overalls that button at the neck and wrists
 - Impervious boots

Operational Procedure

The household ant service must be completed in the following order:

- Inside the house
- Roof
- Under the house (where possible)
- Outside

Inside the house

The service to the inside of the home must be completed in the following sequence:

- Kitchen
- Bathroom
- Toilet
- Laundry
- Other rooms (only if infested by ants)

Equipment

- Torch
- Screw driver
- Hand drill with 5mm bit
- Gel bait gun
- Hand duster (puffer)
- Insect bait station

Chemicals

- Drax ant gel
- Biflex
- Permethrin dust
- Maxforce Granular ant bait
- Brigade Granular insecticide
- Amdro Granular ant bait

Application of gel baits

- Identify the ant species and areas of activity.
- Determine the available food sources or where food is being taken, to assist in the placement of gel bait.
- Select the appropriate gel bait to match the ant species and apply to the infested areas.
- Place granular ant bait in the ant bait stations, and site them where children and/or pets cannot get to them.

Application of insecticide dust

- Insecticide dust is used to treat voids or trailing ant entry points.
- Voids under cupboards, vanity units and between the backs of cupboards and the wall linings can harbour ant colonies and are areas to dust.
- Permission must be given by the homeowner to drill the cupboards, kickboards or back linings prior to drilling.
- Drill 5mm holes close to the top of the kickboard at 300mm centres.
- Inject insecticide dust through the hole with a hand duster (puffer) only.
- Clean up the area drilled with a dustpan and brush or vacuum cleaner.

Roof

Equipment

- Ladder
- Torch
- Electric Duster

Chemical

- Insecticide dust (Permethrin)

Application of dust

Roof void

- Before entering the roof void check for exhausts fans or ceiling vents, either close vents or turn on exhausts fans. This will prevent dust from the ceiling void entering the living area of the house.
- Move to the point furthest from the roof access point, after partially or fully closing the access hole. This is to prevent dust entering the living area.
- Apply the dust using a sweeping motion while moving back to the access point.
- Ensure to dust areas where ants are nesting such as joins in truss timbers and valley boards.

Raked ceilings

- Houses with raked ceiling having ant infestations that use the raked ceiling void as harbourage will require access for treatment.
- The customer must be informed that if access to this void is necessary they will have to provide written permission to lift tiles or roofing iron and the cutting of any insulation or provide a licensed plumber to complete access. In some States building regulations require that all roof work only be carried out by a licensed plumber.
- Notice must be given that although all care will be taken, no responsibility will be taken for broken or damaged roofing tiles or roofing iron.

Cavity walls

- Cavity walls may be treated if infested or suspected of harbouring ants.
- Drill a 12mm hole mid height in the suspected area.
- A number of holes may need to be spaced along the wall area (maximum spacing 2 metres).
- Apply insecticide dust using the electric duster with a wall cavity nozzle.
- Plug holes using mortar or other suitable sealants.

Under the house

Equipment

- Torch
- Electric duster
- Pump up hand sprayer
- Power spray unit
- Granular insecticide spreader

Chemicals

- Biflex
- Insecticide dust
- Brigade Granular insecticide
- Granular ant bait

Application of dust

- Move to the point furthest from the sub-floor access point after partly or fully closing the access hole. This is to prevent dust escaping to the outside or attached living areas.
- Apply the dust using a sweeping motion while moving back to the access point.
- Ensure to dust areas where ants are nesting; joins in framing and flooring timbers and brick/block work joints.
- *If the sub-floor area of the house is not completely enclosed or if sub-floor area is damp or wet the treatment alternative below must be used.*

Treatment alternative

- If the sub-floor area is open or too wet thoroughly inspect the area for trailing ants or ant nests and if possible the entry point into the house.
- Using this information select either a bait approach or an insecticide approach.
- Bait approach:
 - Identify the species.

- Select a food bait to match that species feeding habits.
- Ensure that non-targets do not have access to food baits or use bait stations.
- Apply only food bait. Do not apply any insecticide in this area. (Most insecticides have some repellence any will prevent ant feeding and move the ants to another area)
- Inform customer of this approach and that this may require reapplication.
- Insecticide approach:
 - Inspect the area thoroughly to identify areas where ants are trailing or nesting such as joins in framing and flooring timbers and also any brick/block work joints.
 - Using a hand sprayer apply a liquid formulation to all active areas and to all piers and support walls. (If a large volume is required a power spray unit could be used.)
 - Apply granular insecticide to areas where ants are working the soil or in areas that are too damp to apply a liquid formulation.

Outside

Equipment

- Torch
- Screwdriver
- Pump up hand sprayer
- Power spray unit
- Granular ant bait/ granular insecticide spreader

Chemicals

- Biflex
- Amdro granular bait
- Maxforce granular ant bait
- Brigade granular insecticide

Application of chemical

- Apply a liquid formulation around the base of the building and into all joints or cracks in pathways.
- In gardens attached to the building and where ants are active, check the ant species and use either a granular ant bait or a granular insecticide, applying at the label rate. In some areas the soil may need to be loosened to improve distribution.
- Areas away from the base of the building where ants are nesting or trailing require treatment using either the use of Granular ant bait or a liquid insecticide formulation.
- Do not treat areas that are not actively infested.
- Take care **not** to allow the mix of Ant Bait (food) and any insecticide formulation as the insecticides will kill or repel the ants preventing the Bait from working.
- Ant baits (food) must match the species and the label listings.

Documentation

- Complete the '**Pest Control Advice**', Tax invoice/Receipt.
- Note any recommendation on the '**Pest Control Advice**'.

- Ensure all details are correct and confirm with the customer before leaving the invoice and warranty with them. Payment at this time will save the client time and postage.

Recalls.

It is extremely important that details of any calls from a client are recorded on the job file, so that any discussions or undertakings are available for future reference. However, if a client calls to report a continuing problem with ants, ask the client;

- The extent of the problem and the location. Ensure that the problem is inside the dwelling.
- Has there been a change since the last service?
- When was the service completed?
- Is it within the six month warranty period? If not explain to the client that there is a time period in which the ingredient remains active. A further application may be necessary to reduce the numbers or remove the problem.
- Has the seven day time period elapsed to allow the active ingredient to have had a significant effect? If not explain to the client that the ants must feed on the bait containing the insecticide and that it is important to wait the seven day period.

Check the *Pest Control Advice* to see which areas and what products were used, dusts, food type baits or liquid insecticides.

- If food baits were used ask the customer if the ants are trailing to the bait. If so ask them to give this some more time (say seven days), as these baits work progressively in controlling ant problems. If ants are not trailing to the food baits book a re-treatment.
- If the *Pest Control Advice* has *Recommendations* for the customer to perform, check with the customer if they have carried it out.
- If they have not, inform the customer that the recommendations are there as part of the pest management service. Ask the customer to complete the recommendations and if after seven days they are still experiencing problems, they should not hesitate to call back.

Booking re-treatments.

- When booking re-treatments, ensure that information gained from the customer is recorded for the operator to note the booking on that recall.
- When a customer calls for a **second** re-treatment, book the service in and inform the field supervisor and or manager that this is a second recall.