

MAKING THE

(FOOD) GRADE

Your Study Guide to IPM Success

ORKIN



CANADA™

PEST CONTROL DOWN TO A SCIENCE.®

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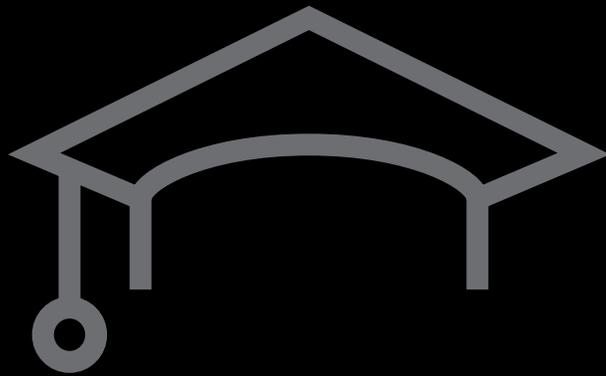
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ORKIN CANADA ACADEMY: School's in Session

Mastering pest management in a food manufacturing facility is no small task. By nature, these facilities are subject to heightened pest threats (after all, who can resist unlimited snacks?) and intense scrutiny from third-party auditors, government regulators and customers. The diligence to meet or exceed those high standards certainly deserves some recognition.

When it comes to pest management, we've seen it all: from facilities fastidiously documenting every fly to those letting rodents relax in the break room. Our experts helped us identify those facilities Most Likely to Succeed, and now, we're sharing the ultimate study guide of more than 50 facilities' best practices with you.

5 SIGNS OF A SUCCESSFUL IPM PROGRAM

Let's start with the top five hallmarks of stellar pest control programs. No matter what you produce or where you produce it, the following principles will ensure you make the "food" grade:



KNOW THE PEST PRESSURES AND THEIR CAUSES

When it comes to infiltrating food manufacturing facilities, a few pests rise to the top of the class. Take note of the key culprits (including rodents, flies and cockroaches) and how they're likely to gain access.



TREAT ACCORDINGLY

Pests are resilient and persistent. Take preventive measures first but know when and how best to apply targeted treatments to protect food safety and product integrity.



STAY SANITARY AND STRUCTURALLY SOUND

Sensitive areas (including drains and kitchens) should be cleaned daily, and there should be a written sanitation plan in place to ensure constant vigilance.



CREATE CONTINUITY THROUGH DOCUMENTATION

Successful pest prevention isn't a "one-time thing;" it's an ongoing cycle of inspections, implementation and monitoring. Capturing the process means you can refine and repeat for better results.



MAKE COMMUNICATION A CORNERSTONE

Never underestimate the power of communication in a successful partnership. Our experience reveals that an open dialogue is key to effective pest management.

Got that? Good.

Let's take a deeper dive into these five principles and study how the best pest management programs put them into practice.

UNDER PRESSURE

PESTS THAT PLAGUE HIGH-PERFORMING FOOD FACILITIES

These pests were voted “Most Likely to Take Down Your Audit Grade.” Luckily, an effective IPM strategy will prevent them from docking points from your score:

COCKROACHES



AMERICAN COCKROACH



WHO THEY ARE

While their colours and length may vary by species, from the light brown German cockroach to the lengthy American cockroach, these pests are known for their **flat, oval-shaped bodies and six spiny legs.**



WHERE THEY HIDE

World class at working under cover, cockroaches are known to **shelter in shelving, cram into cracks and crevices, relish the refuge of floors, drains and sewers and hide in equipment.**



WHY THEY'RE TROUBLE

Known to **spread disease-causing bacteria** including *Salmonella* and *E. coli*, they're also quick breeders that are **notoriously difficult to eliminate.**

RODENTS



DEER MOUSE



WHO THEY ARE

Rats and mice, mammals of the order *Rodentia*, are known for their **single pair of continuously growing incisors.** All the better to eat your products and building infrastructure, my dear.



WHERE THEY HIDE

Rodents are highly versatile, living in nearly **every climate and terrain.** These creatures are most active at night and nest close to food sources when they can.



WHY THEY'RE TROUBLE

Thanks to their impressive dental fortitude, rodents can cause **significant damage to building infrastructure and electrical equipment.** They're also capable of **transmitting disease and contaminating food** via their droppings and urine.

FLIES



FRUIT FLY



WHO THEY ARE

There are more than **16,000 fly species in North America**, but they all share one unfavourable trait: the potential to carry and transmit bacteria.



WHERE THEY HIDE

Food processing facilities are likely to encounter fruit flies, which lay eggs **near ripening fruit and vegetables**, drain flies, which **crawl along drains and clogged gutters**, and filth flies (house flies and bottle flies), which are **found near garbage**.



WHY THEY'RE TROUBLE

Millions of microorganisms flourish in a single fly's gut – and another half-billion microorganisms can swarm over its body and legs. Each time a fly lands, it sloughs off thousands of these microbes, potentially causing **serious illnesses like food poisoning and meningitis**.

STORED PRODUCT PESTS



FLOUR BEETLE



WHO THEY ARE

Stored product pest is a generic term that describes **beetles, weevils, moths and mites**.



WHERE THEY HIDE

As the moniker suggests, these pests infest **stored goods**, particularly dried food products such as cereal, seeds, nuts, dried fruit and preserved meats.



WHY THEY'RE TROUBLE

These pests are capable of causing **major damage to food supplies**, resulting in lost products and profits.

ANTS



PAVEMENT ANT



WHO THEY ARE

Outnumbering humans 14,000 to 1, ants are the **number one structural invaders on the planet**.



WHERE THEY HIDE

Ants establish colonies in **walls, lawns or under building foundations**, but they are typically seen **marching in lines near food sources**.



WHY THEY'RE TROUBLE

Ants **carry pathogens on their bodies**, which spreads when they crawl in pantries and across surfaces. This means they're more than just nuisances – they're also food contaminators.

1

SKILL LEVEL:

 Beginner

WHAT YOU'LL LEARN:

Common Entry Points

Treatments

Pressure Points

PEST MANAGEMENT PRACTICES

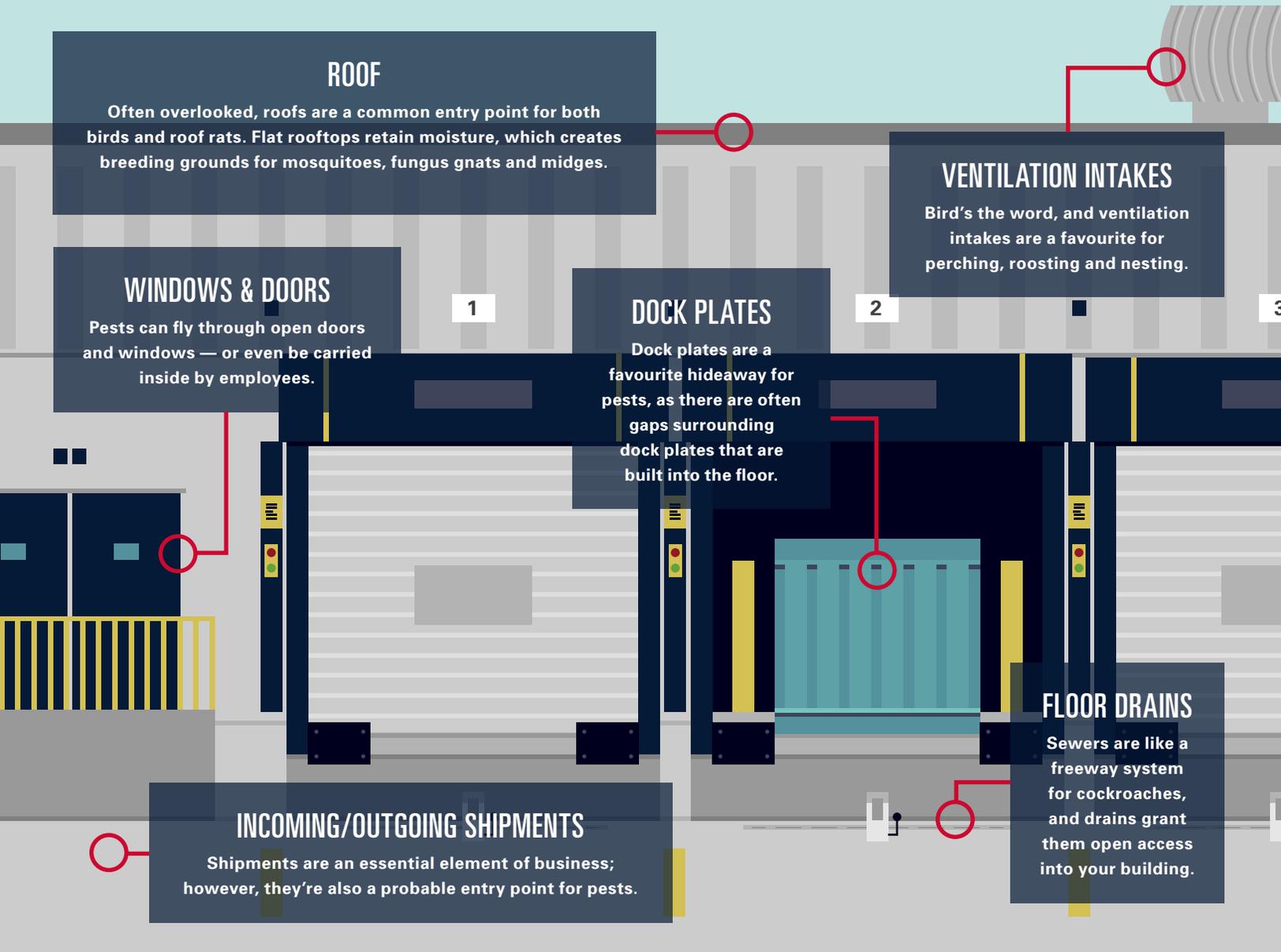
This is an ongoing course that analyzes pest pressure points and the specific tools, techniques and equipment associated with each pest.

UNDER PRESSURE

MANAGING COMMON ENTRY POINTS

Every facility is different in size, layout and surrounding geography, but all facilities share common pest entry points.

With vast facilities, it can be easy to overlook the finer points of pest access. But keeping a close eye on these potential threats can earn you extra credit on the subject of keeping pests out.



HOW TO TREAT TREATMENT

By definition, effective IPM plans use **chemical treatments sparingly** after sanitation, exclusion and other deficiencies have been addressed. Your pest management provider will work closely with you to identify the best possible treatment options, taking into consideration both the safety of your food products and the onsite pest threats.

There are three tiers of pest prevention equipment:



NON-CHEMICAL TOOLS

Non-chemical tools should be the first line of defense against pest threats. This may include the following:

- ✓ Sticky traps
- ✓ Fly lights
- ✓ Air curtains
- ✓ Door sweeps
- ✓ Moisture control
- ✓ LED lights
- ✓ Landscape/habitat modification
- ✓ Odour control
- ✓ Rodent bait stations & traps
- ✓ Sodium-vapour lights
- ✓ Pheromone monitors
- ✓ Sanitation
- ✓ Caulking of cracks & crevices
- ✓ Structural repair (exclusion)



REDUCED-RISK, TARGETED TREATMENTS

Once physical updates and sanitation procedures are in place, your technician may recommend a targeted treatment, often to cracks and crevices or via small bait placements. These may include rodent bait blocks or spot treatments.



CHEMICAL PRODUCTS

You should already have an approved pesticide list, and if necessary, your pest control technician will work closely with you to treat areas with the best and most effective products.



REMINDER

To strengthen your IPM program, continue to consider non-chemical methods when possible and consult with your pest control technician on all preventive options.

COURSE IN REVIEW: MANAGING THE PRESSURE

Trying to track all the possible pressure points can make you feel a bit overwhelmed like...well, a cockroach running around without its head. To help simplify your learnings, our team of experts have chosen some examples of “Best in Class” pest management.

Where do you land on the report card?

BEST IN CLASS

A+

“This facility has demonstrated a tremendous effort to minimize every possibility of pest intrusion in their facility, including installing double door sweeps and weather stripping on all doors and windows. An incredible amount of man hours was invested in sealing cracks and crevices on the inside and sealing panels that would create unwanted voids. Plastic curtains were added to the exterior of all roll-up doors... Also, a great amount of fly lights was added to the inside and the surrounding of the garbage room for extra protection.”

A

“What makes the customer’s relationship unique is that they quickly review, approve and implement corrective actions – even if there is not a current concern pertaining to the issue. Case in point is when we recommended modifications inside the facility so that there would be positive airflow, they immediately took action. This is par for the course as they look to continually improve their operations.”

ROOM FOR IMPROVEMENT

C

What type of pests did you observe?
Cockroach

Where did you see the cockroaches?
In the garbage room

Did you use (or attempt to use) non-chemical tools to treat this pest? *No*

Please describe the IPM plan used to control cockroaches. *Sprayed [chemical]*

INSTRUCTOR FEEDBACK

Your program regularly uses chemical spray for cockroaches around the exterior of the facility.

Are you sure this regular use is necessary? Consider altering the schedule or ceasing these treatments altogether to see if the pests return, and if so, if control can be established with less frequent use.

2

SKILL LEVEL:

 Intermediate

WHAT YOU'LL LEARN:

 Sanitation To-do List

SANITATION PRACTICES

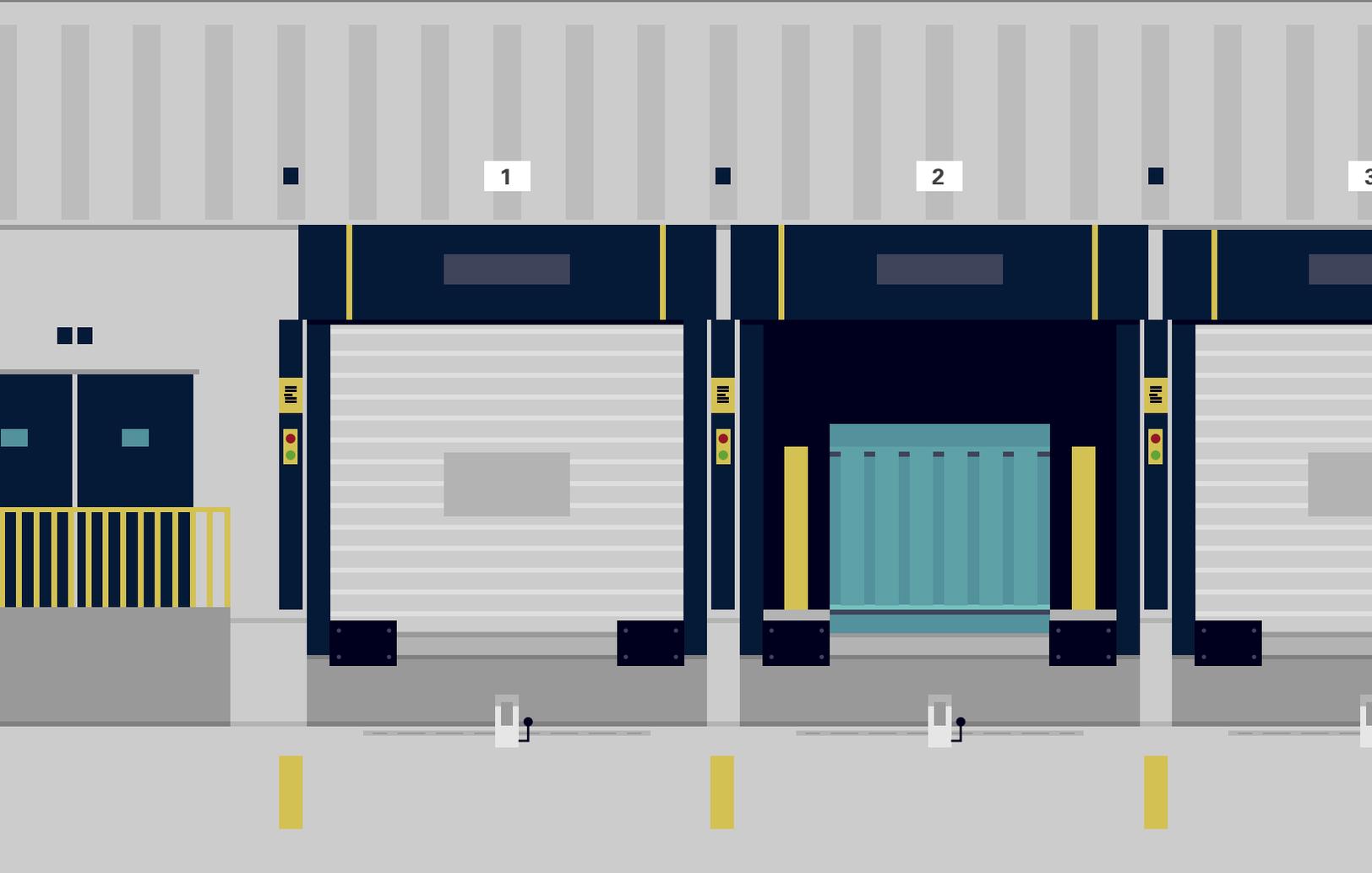
In this mandatory class, you'll learn about the sanitation practices that are necessary to maintain a safe, hygienic food manufacturing facility.

THE DIRTY TRUTH

ABOUT KEEPING IT CLEAN

Cleanliness is a core principle of food manufacturing – and a critical factor in all audit scores. However, proper sanitation goes beyond simply making the grade.

Indeed, proper sanitation is key to maintaining food safety. Without a thorough, well-documented sanitation plan in place, your facility will be at increased risk for pests, spoiled products and even foodborne illnesses.



STEPS TO SANITATION

Do you take out your facility's trash each day? Great – but you're not nearly done with your cleanliness checklist.

It's time to grab your broom, microbial-based cleaner and soap. From washing hands to washing floors, below is your essential sanitation to-do list:

- Wash, sweep and/or vacuum processing areas regularly and immediately address spills.
 - Clean machinery and equipment inside and outside.
 - Remove garbage in a timely manner.
 - Keep storage areas dry and organized.
 - Rotate incoming ingredients and outgoing finished products, ensuring that the first products in are also the first products out.
 - Clean and maintain locker and break rooms regularly.
 - Wear personal protective equipment, including hair coverings, gloves and protective footwear.
 - Store products on shelves off the floor. Maintain perimeter spaces in storage areas to ensure proper housekeeping and pest monitoring.
 - Thoroughly wash hands with soap under warm-running, potable water.
 - Install self-closing doors for all washroom facilities.
 - Clearly identify and store food returned from retail outlets for proper disposal.
 - And don't forget the outside! Keep the outside of your site clean and neat.
-
- Optional (dependent on your facility)*
- Use a microbial-based cleanser for surface cleaning.
 - Monitor temperatures when producing and/or storing foods.

GOT THAT COMMITTED TO MEMORY?

Good – but you don't have to. Your facility should have a written sanitation procedure and schedule in place.

COURSE IN REVIEW: SANITATION GUIDE

Proper sanitation is critical to effective pest management. And “being clean” is simply not enough; there must be procedures, documentation and trainings in place to ensure a facility is properly sanitized every day.

Here are some of the star sanitary students – and those more likely to receive a detention – in our case studies:

BEST IN CLASS

A+

“On my last quarterly inspection, I identified spilled product behind the racking system in the warehouse. Immediately, my customer had his team remove the product and held a group discussion about how the issue occurred and how they can keep it from occurring again.”

A

“If the pest control technician notices any issues with sanitation or exclusion on-site, the customer team is quick with responsiveness. One time, they told us about holes in the dock plates that needed to be plugged to keep pests out. Within a week, they had completed it.”

ROOM FOR IMPROVEMENT

C-

Does the facility quickly and thoroughly clean spills and other accidents that might attract pests?

Sometimes

Does the facility have site-specific Good Manufacturing Practices (GMP) in place? *Don't know*

Do you review GMPs with your pest control provider? *No*

INSTRUCTOR FEEDBACK

Consider setting a separate appointment with your pest control provider at your next inspection to discuss the importance of thorough sanitation practices and identify ways to take your routine to the next level. If possible, walk through the facility with your provider to identify poor sanitation examples.

3

SKILL LEVEL:

 Advanced

WHAT YOU'LL LEARN:

Documentation

Check-in Timelines

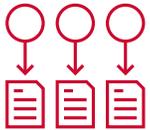
ONGOING COMMUNICATION

In this class, we learn how an ongoing cycle of communication, documentation, monitoring and training is essential to successful IPM.

WRITE THIS DOWN: DOCUMENTATION DILIGENCE

Your first meeting with a pest management provider will be full of information – and paperwork. These procedures and protocols are critical for ongoing facility monitoring and pest activity trend data.

Here's what you can expect in your bug-filled reports:



PROCEDURES

for all current or anticipated pest management activities, including inspections and audits.



FACILITY MAP

with pest management equipment listed (such as rodent stations).



PEST SIGHTING MEMOS

which should include date, time, location, description and action taken every time a pest is seen within the facility.



TREND REPORTS

which monitor specific pests over time to determine if activity is decreasing, stagnant or increasing.



TREATMENT RECORDS

including name of product used, target pest, rate of application, time of application, location and amount of product used.

GET THE GOODS

Good Manufacturing Practices (GMP) is a system for ensuring that products are consistently produced and controlled according to quality standards. GMP compliance is widely accepted as the “best way to conduct business, putting product quality first.”

Want to study more? The GMP is readily available on Health Canada's website.

Each time your pest control technician visits, they'll update existing procedures, facility maps, treatment records and trend reports. But they also rely on you and your employees to provide accurate pest sighting logs. Just ask ants: it takes a village.

BEST-IN-CLASS PEST CONTROL: IT'S A GROUP PROJECT

IPM is an ongoing collaboration; think of it as one big group project. And like any successful group project, you'll need frequent team check-ins. Here's a timeline to follow:

DAILY

There should always be an open line of communication between your management team and the pest control provider. If something significant changes in your facility, such as alteration of a production line, the pest control technician should be made aware immediately.

WEEKLY

Have your pest control technician come out and service your facility. It's always preferable to speak with your technician face-to-face, discussing any new pest sightings, changes or concerns.

BI-YEARLY

Your pest control technician or the technician's manager should conduct service audits of the facility every six months, including a thorough inspection of the facility's exterior and interior and an analysis of pest trend data.

ANNUALLY

Your pest control technician should offer to conduct an educational IPM training, reviewing the current pest management program, areas for improvement and third-party audit standards.

ANNUALLY TO BIENNIALY

Your facility will likely undergo a third-party audit to ensure its compliance with vendor programs – and, of course, to continuously improve its food safety, quality and sanitation.

Here are just a few of the third-party audits you may encounter and their corresponding point scales:

SQF	100-point
BRC	A, B, C
AIB International	200-point
NSF/Cook & Thurber	100-point
FSSC	Pass/fail

GOT IT?

Good, because you have one last check-in before the final exam...

COURSE IN REVIEW: COMMUNICATION

Some have the gift of gab – but not all have the gift of pest control communication. Do you? See if your food manufacturing plant will put you in the top of your IPM class.

BEST IN CLASS

A+

“During my quarterly inspections, our customer is fully involved and discusses ways that we can continue to partner to keep the facility pest free. Our customer calls routinely, and we discuss best practices, upcoming inspections and any changes they have that may require our assistance.”

A+

“Teamwork is truly the key to success in any pest control program – and especially with a Certified Organic facility. The customer is expanding, and as the expansion occurs, new problems are anticipated. We are putting a plan in place to provide maximum protection. We look forward to growing with this fantastic company and a continued partnership into the future.”

ROOM FOR IMPROVEMENT

C

How reliable are facility employees when it comes to documenting pest sightings? *Somewhat reliable — they don't always fill out a report after a pest sighting.*

If reporting tools are used, are they filled out in a timely and thorough manner? *Sometimes they are filled out completely, sometimes not.*

Does the facility have an incoming shipment protocol to detect pests? *Don't know*

INSTRUCTOR FEEDBACK

It seems that your employees are not reliable when it comes to documenting pest sightings. Are they using another system to communicate about pest issues between services? Consider a brief training session with your employees to acquaint them with your pest management provider's pest sighting reports, how to use them and why they help.

FINAL EXAM

Congratulations! You've made it through Orkin Canada Academy, mastering the essentials of Integrated Pest Management. But can you apply what you learned in the classroom to your own food manufacturing facility? Take our self-assessment to find out:

1 Do you control pest problems as they happen or prevent them before they occur?

- a. Prevent before they occur *and* address issues as they arise.
- b. Control as they happen.
- c. Neither – we're not concerned with pests.

2 In the last year, has your staff attended an IPM training session?

- a. Yes.
- b. No.
- c. I may have slept through it.

3 Which of the following describes your facility's reliance on chemicals?

- a. We always try non-chemical tools first.
- b. We use reduced-risk chemical products where possible.
- c. We just go straight to chemical treatments. Why not?

4 How often is your facility sanitized?

- a. Every day.
- b. Once a week.
- c. Where's the mop?

5 Do you reliably keep a log of pests in your facility?

- a. Not just pests but also any sign of pest activity.
- b. When we remember.
- c. I don't know what you're talking about.

6 How often do you interact with your pest control provider?

- a. Every week, in person.
- b. Every other week, either in person or via phone.
- c. Who's that?

MOSTLY A's

Well done! You're an IPM expert. But even though you're already an "A" student, there's always room to grow – just like a rat's nest. Well done!

MOSTLY B's

Not bad! You're on the way to mastering IPM, but there are some areas for improvement. Continue to collaborate with your pest control provider, document all pest activity and maintain sanitary conditions.

MOSTLY C's

Looks like someone may have to attend summer school. Luckily, we know a good teacher. You can find this tutor wearing a bump cap and red epaulets...

Phew – you’ve made it through the school day. From mastering the sanitation curriculum to cruising through the communication takeaways, you’re on your way to becoming a true IPM expert. Move over, flies.

Of course, like the food manufacturing industry, pest control is always evolving. But armed with this guide and a reliable pest control technician, you and your team have all the right ingredients to earn an “A” (or 100, 200 or Pass...) on any audit that comes your way.

If you are interested in learning how to better safeguard your food manufacturing facility with an effective IPM program, or would like a professional site inspection and recommended IPM plan with no obligation whatsoever, visit orkincanada.ca to learn more about our programs for the food safety industry or request a free consultation.

Now where’s your gold star? Class dismissed.



PEST CONTROL. DOWN TO A SCIENCE.™

Learn more food manufacturing factoids at orkincanada.ca
or call 1-800-800-6754

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