



CANADA™

PEST CONTROL DOWN TO A SCIENCE®



WORKING THE BUGS OUT:

YOUR GUIDE TO SUPPLY CHAIN PEST MANAGEMENT

LOGISTICS

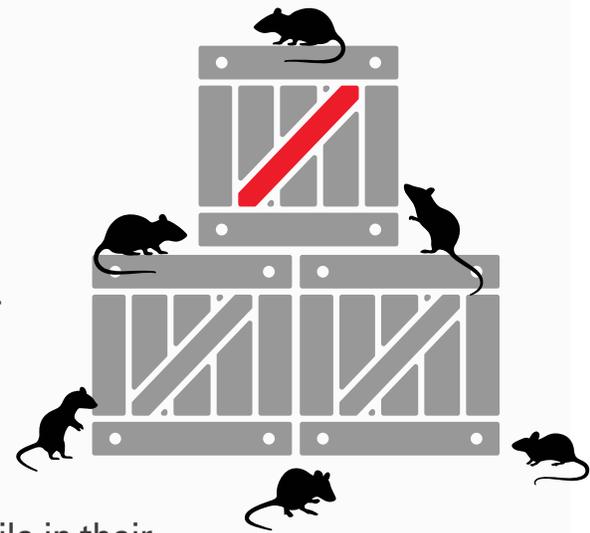




Let's say you're a distributor that has a warehouse, fleet of trucks and a distribution centre for various electronics equipment. As a distributor, you're responsible for the safe transportation and storage of goods from the

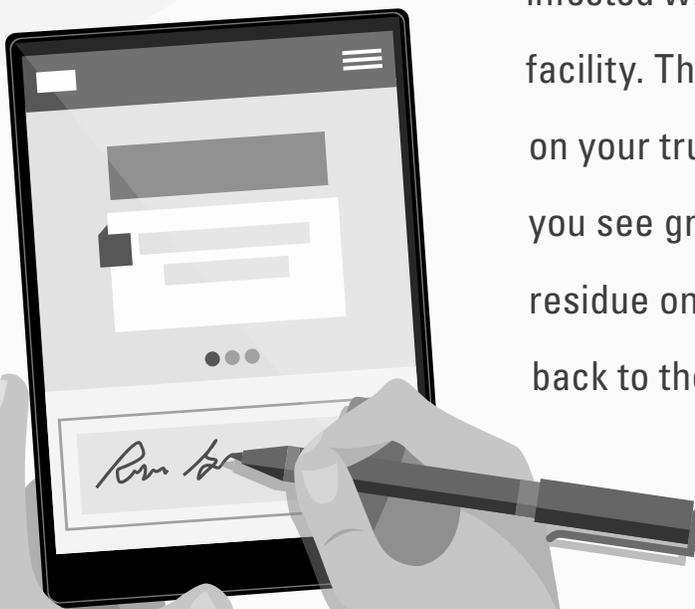
point of manufacturing to their final destination. Your facility and containers are clean and pest-free, and you're attentive to even the smallest signs of a pest problem.

One day a shipment of gaming stations is scheduled to be delivered to you by an electronics manufacturer that is not as diligent with pest management as you are. And because of this, one of their shipments gets



infested with mice while in their facility. Those electronics are supposed to be put on your truck, but you refuse the shipment when you see gnaw marks, rodent droppings and urine residue on the boxes. You send those shipments back to the supplier and they have to absorb the

cost of the product. Now, you have to deal with the delay in shipment to your retailers, even though you had nothing to do with the infestation.



LOOK AT THE BIG PICTURE

It's easy to see that a pest problem at any point along the supply chain quickly becomes everyone's problem. That's why you must consider pest control within the full scope of the supply chain, not just within your warehouse and transport vehicles and containers.



BE PREPARED

When spending time in the outdoors, it's important to abide by the advice "be prepared." That same state of constant readiness will not only protect your operation from pests but also help you spot problems at every step of the supply chain. You don't want to suffer the consequences of an infestation when a few proactive steps could have kept one from happening in the first place.

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THE 5 WEAK LINKS IN YOUR SUPPLY CHAIN

A chain is only as strong as its weakest link, and that includes your supply chain. Just one unchecked box or crack in a wall can invite pests into your warehouse and every other facility goods travel through once they get to your loading dock.

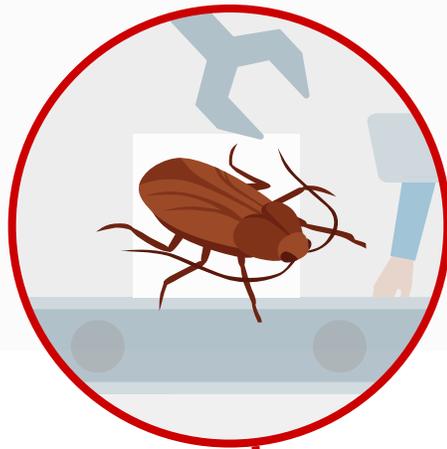


**WHAT 5 POINTS IN
THE SUPPLY CHAIN PUT
YOU AT THE BIGGEST RISK
FOR PESTS?**

1

YOUR SUPPLIERS

Non-food manufacturing facilities are responsible for the production of all things non-food from electronics to car parts, and they can all be susceptible to pests. And in this case with your retailers being electronics stores, they must be sure the wiring and other components of the gadgets they sell have not been chewed through by pests like rodents. That's why non-food manufacturers need to take into consideration every piece of material entering their facility and must know the pest risks for those products. The same is true of food manufacturing customers – perhaps to an even greater extent because food products are inherently more attractive to pests.



2

YOUR VEHICLES TRANSPORTING GOODS TO AND FROM YOUR FACILITY

The cleanliness of every building in the supply chain does not matter if the vehicles transporting those goods are harbouring and transporting pests. And although the transportation leg of the supply chain is often overlooked when it comes to pest management, it can be the most vulnerable to pest activity. Whether traveling by land, sea or rail, the way a product gets from one place to another will impact the pests that threaten it. The more time products spend en route, the longer they are exposed to environmental elements that make them vulnerable to pest attacks.



3

PACKAGING

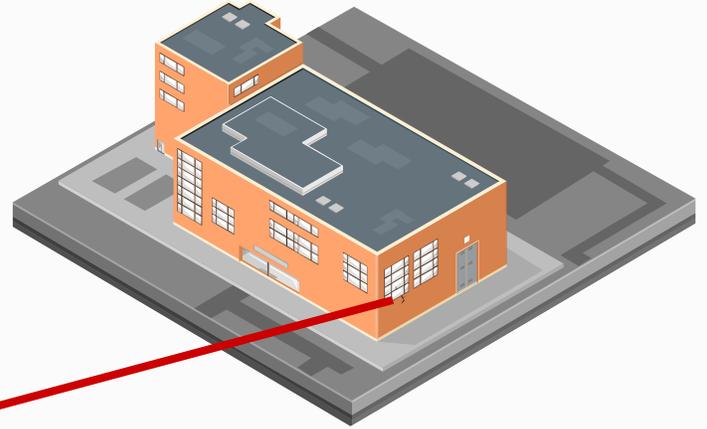
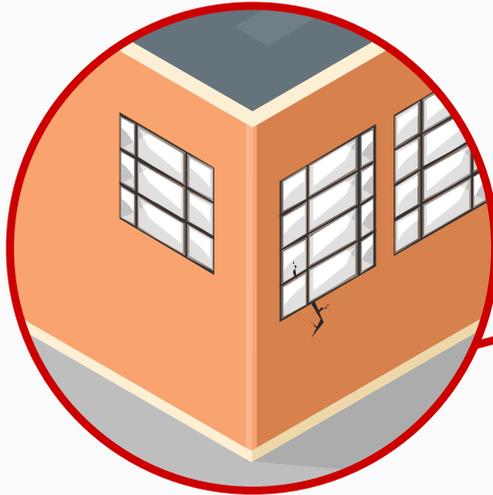
Product packaging material itself can be a home for bugs (cockroaches, in particular, will eat the glue from cardboard boxes or hide inside the corrugations), and the packaging also can be one of the first places you spot a problem.



4

YOUR SUPPLIER'S FACILITY

Your supplier's facility has everything a pest could need: shelter from the elements, a comfortable microclimate and a steady food source. The smallest crack or a door open a little too long is all a pest needs to make itself at home.



5

YOUR WAREHOUSES

Pest control can be difficult in the logistics industry, so you can't just forget about a shipment once it leaves your warehouse. Multiple entry points, constant deliveries and shipments, transloading (transferring shipments between modes of transportation), storage of goods in tight-fitting spaces and frequent opening and closing of shipping dock bay doors puts distribution facilities at a constant risk for pest infestations. Additionally, the logistics industry is subject to fast-paced timeliness and deadlines, leaving you without time to dedicate to pest control.





KNOW YOUR PESTS

Despite your best efforts, you can't keep every pest out of your facility forever. That's why you must know what pests you're vulnerable to and how to spot signs of them early. A little knowledge goes a long way in helping prevent an infestation.

For example, when attempting to identify the pests that may impact you most, remember that the products you store are often most telling when it comes to pest issues you can expect.

You should also note what pests are found in your geographic area and what time of the year they are most active!

MOST COMMON PESTS ACROSS OPERATIONS

RODENTS

Mice and rats are always going to be an issue, no matter what you are storing and transporting or where in the country your facility is located. Cardboard boxes are an attractive source of nesting materials, and openings as small as a dime can provide entry. Gnaw marks on packaging and traces of urine and feces are telltale signs a rodent has been there.

NORWAY RAT

These rats love playing hide-and-seek, so if you spot one during the day, this could be a sign of a large issue in your building.



ROOF RAT

As their names imply, these rats are pro climbers. They're known to use trees to get into structures and – even worse – are notorious for spreading diseases.

HOUSE MOUSE

They may be small, but their ability to gnaw through a wide variety of items make them a big threat to your products.



FLIES

If your facility has any type of wet conditions, it may be susceptible to flies. These pests move quickly and land often, depositing thousands of bacteria each time they touch a surface. They are most active in warmer temperatures from spring to fall, so sanitation should be even more of a priority than usual during that time.



ANTS

They are not just found on your kitchen counter and at your picnic. If you are not regularly cleaning your break room and emptying your trash cans, you may be putting your facility at risk for an ant problem. They are especially active in warmer months when colonies swarm and expand. Keep in mind that where you see a few ants, more ants are probably nearby since these social insects live in massive colonies.



COCKROACHES

These famous freeloaders can easily hitch a ride to your facility in a product shipment, crawl through the smallest crack or enter through drains and sewer pipes. They can also be tough to get rid of, and different species require different approaches, which is why identification and prevention are key before it's too late.



SPIDERS

Spiders will look for loose screens and cracks under doors, windows and other openings to enter your facility in search of prey and warmth. They hide out in corners and edges, and although they are eating insects, they are an unwelcome visitor for most sites. Treating a facility for spiders is an ongoing process, so it's important that your pest management provider stays on top of the situation.

OCCASIONAL INVADERS

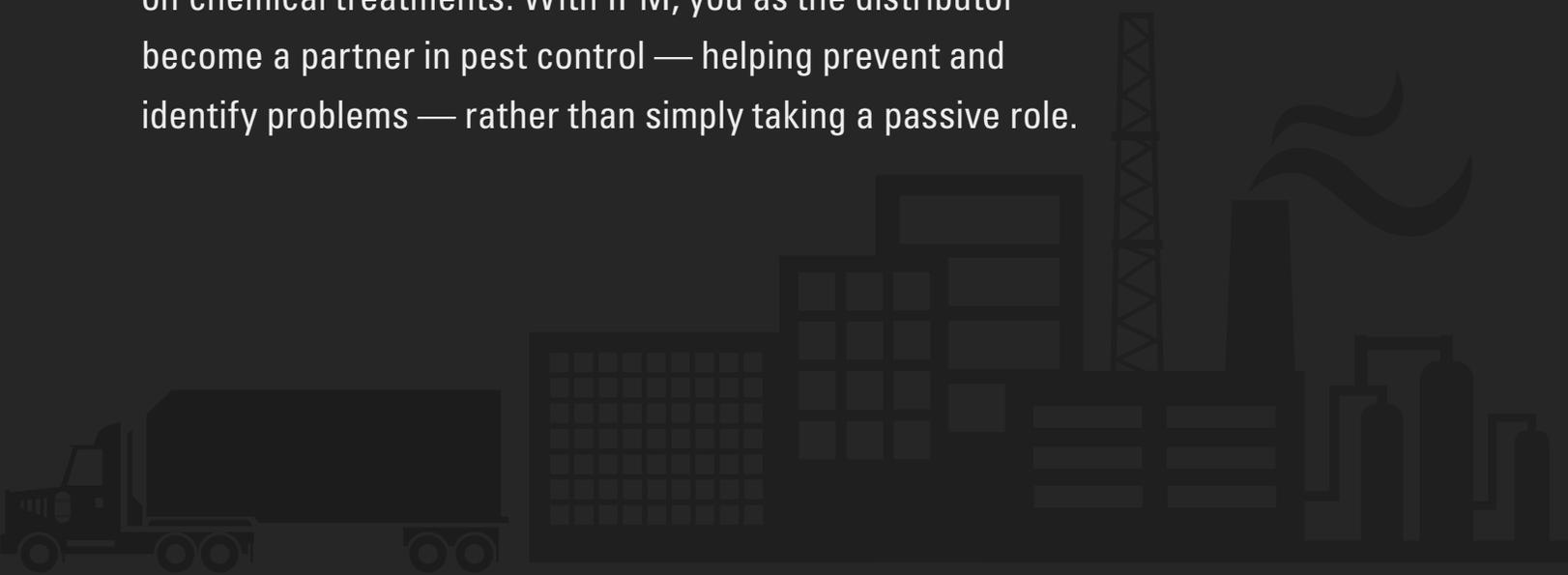
Most wildlife would prefer to stay outdoors, but during unseasonable weather they may seek refuge in your facility. Some animals, such as birds, may even accidentally enter your facility and get trapped – and birds' droppings and molted feathers can contaminate your products. While they may not present as much of an ongoing problem as rodents or cockroaches, occasional invaders can wreak havoc on your operation.



Try implementing exclusion tactics like repairing exterior cracks, sealing utility penetrations, installing weather stripping and door sweeps at the bottom of doors and replacing broken vent and window screens. You might also want to consider placing bait stations and traps that will keep certain pests out before they even think about sneaking in. Set predetermined thresholds that prioritize situations, allowing you and your pest management provider to have response plans in place for everything from signs of pest activity to repeated sightings of an untrapped pest.

WORKING THE BUGS OUT OF THE SUPPLY CHAIN

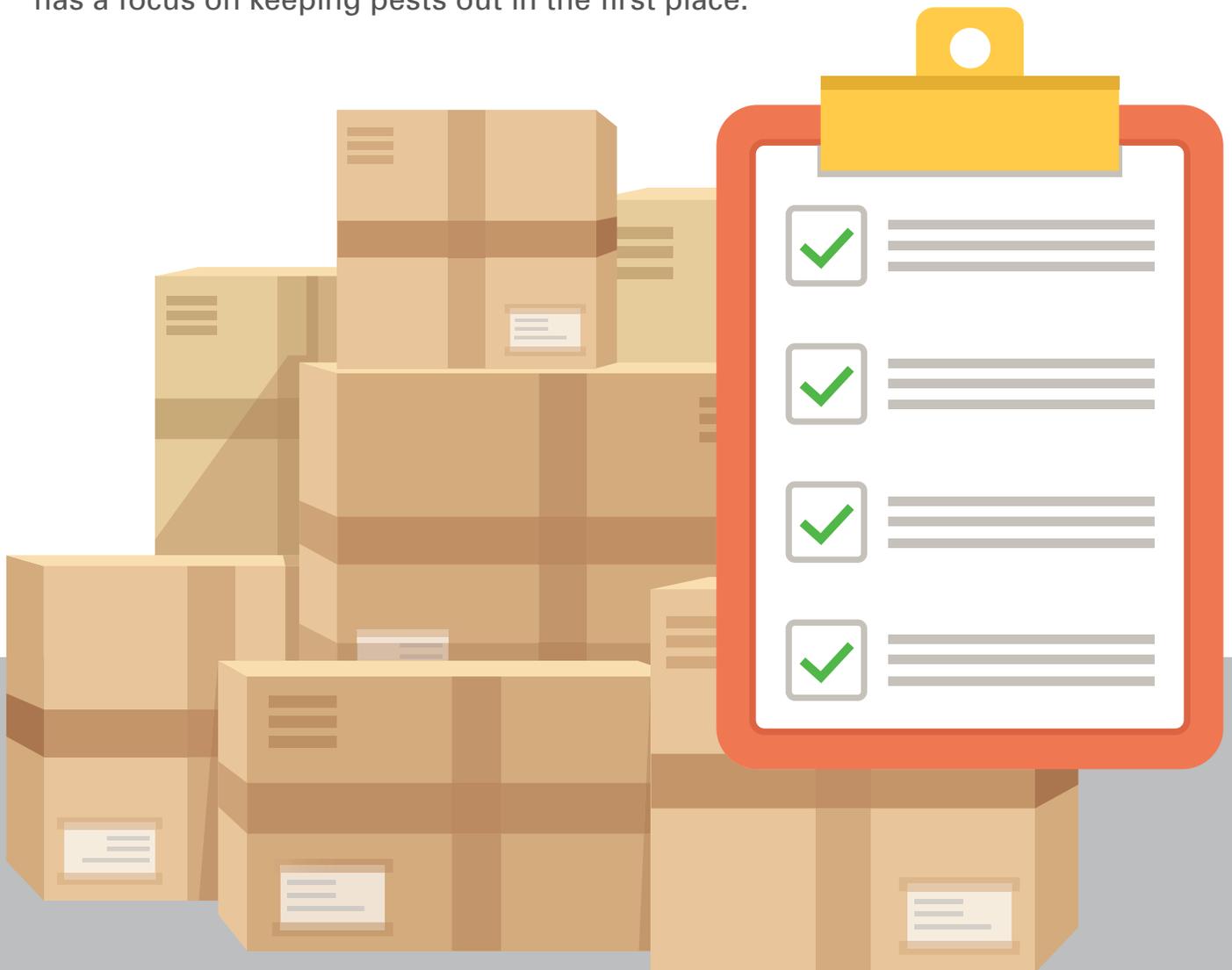
Preparedness is at the heart of Integrated Pest Management (IPM). The goal with this approach is to help prevent pest problems before they happen, prioritizing warehouse maintenance and sanitation first rather than relying solely on chemical treatments. With IPM, you as the distributor become a partner in pest control — helping prevent and identify problems — rather than simply taking a passive role.



WHAT STEPS CAN YOU TAKE TO BECOME A PARTNER IN PEST CONTROL AT EVERY STEP IN THE SUPPLY CHAIN?

YOUR SUPPLIERS

- ✔ **Confirm that your suppliers' pest management protocols are consistent with, or even more stringent than, your own.** Similar pest prevention efforts can help minimize the chances of pests putting a kink in the supply chain.
- ✔ **Make sure they focus on exclusion** to ensure their pest management program has a focus on keeping pests out in the first place.



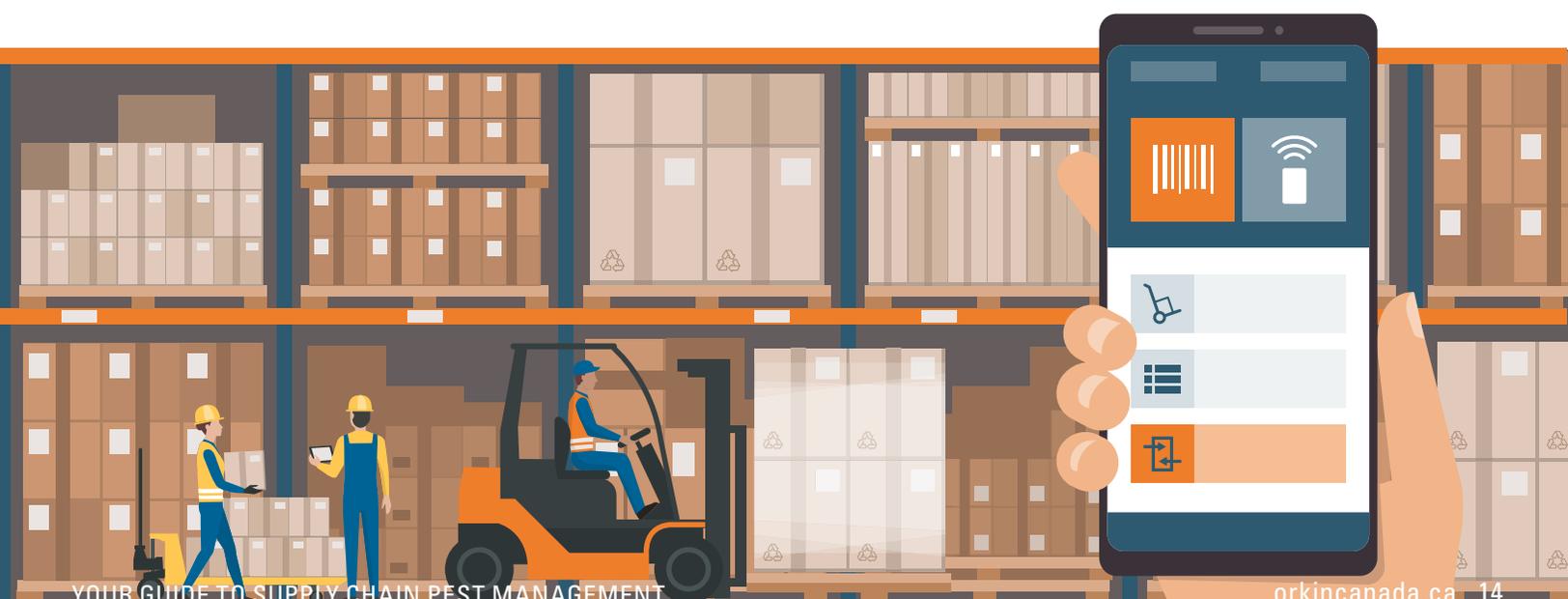
YOUR SHIPMENTS

- ✓ **Inspect all delivery trucks.** This will help ensure that pests do not hitchhike their way into your incoming or outgoing shipments.
- ✓ **Check all shipments for visual signs of pest activity, including:**
 - a. Gnaw or bite marks
 - b. Droppings
 - c. Damaged or leaking containers
 - d. Webbing from insects and spiders
 - e. Pests themselves, whether dead or alive
- ✓ **Check shipments for hard-to-spot signs of pests, too.** For example, a black light can help uncover rodent urine on shipments.
- ✓ **Inspect everything.** You must inspect every pallet of goods that comes into your building, from reams of paper for your printers to ingredients needed to manufacture your products and even the boxes of snacks used to refill your vending machine.
- ✓ **If a pest is located, immediately isolate the infested shipment and notify your supplier.** Your pest management provider should be on hand to check the infested shipment in person within one business day and create a plan of action to help stop further pest activity.
- ✓ **Remove incoming shipments from their original containers when possible and store items above the floor.** This results in more secure storage, especially if you're using tightly sealed containers.



YOUR WAREHOUSE

- ✓ **Train your employees.** If you educate them on what to look for and who to talk to when they observe a problem, you now have every set of eyes in your facility on the lookout out for pests.
- ✓ **Emphasize proper sanitation at all times.** Maintaining a clean facility will help contribute to a strong pest defense.
- ✓ **Check outside.** Most indoor pest issues start outside your facility. Clean up the habitat outside your walls so that pests are not attracted to your building in the first place. This can include maintaining landscaping, setting a regular schedule for trash removal from dumpsters and clearing any food debris or standing water.
- ✓ **Seal any opening that connects inside to outside (doors, cracks, etc.).** Like a stringent sanitation routine, exclusion efforts can make all the difference in pest prevention, especially when using products like weather-resistant sealant or door sweeps.
- ✓ **First In, First Out (FIFO).** Your oldest product should always be shipped out or used first. This constant movement will help prevent pests from making a home in old products.
- ✓ **Isolate any problems.** If pests are found, isolate the products or areas they are located in as quickly as possible to help prevent the problem from spreading.
- ✓ **If you're managing a network of facilities, have a customized IPM plan for each site.** Each facility has its own pest pressures and individual needs, so creating a targeted plan with your pest control provider that is updated on a regular basis will help make your pest control efforts more successful.



YOUR DISTRIBUTION NETWORK

- ✔ **We will say it again: Inspect every outgoing truck before it leaves your distribution centre.** If your shipment gets contaminated during delivery, you will be responsible for absorbing the cost of damaged products.
- ✔ **Confirm your pest management protocols.** The supply chain should be a continuous partnership. Ensuring all the players have a good track record of pest prevention efforts can provide peace of mind.
- ✔ **Open lines of communication.** Finally, remember that you and your suppliers are a team in pest management. Ask your partners questions about their pest management programs and consider asking your pest management provider to facilitate a meeting between all suppliers to share best practices.



Modern pest management is more sophisticated than ever. Gone are the days of simply spraying chemicals when you have a problem. Today, preventive measures and constant vigilance are the most powerful tools to protect your facility — and your bottom line — from pests before they ever become a problem.

If you are interested in learning how to better safeguard your warehouse and distribution operation with an effective IPM program, or would like a professional site audit and recommended IPM plan with no obligation whatsoever, visit orkincanada.ca to learn more about our services or request a free consultation.



**Learn how you can protect your supply chain at
orkincanada.ca or call 1-800-800-6754**