



Integrated Pest Management Plan at



**University of Pittsburgh
Facilities Management**
3400 Forbes Avenue
Pittsburgh, PA 15213

I. INTRODUCTION

We recognize and understand University of Pittsburgh's need for a comprehensive and proactive integrated pest management plan as a component of facilities management. That's why we provide our SmartPM® program which delivers a superior service level and environmentally sound results, by not only solving pest problems but by identifying and eliminating conditions conducive to future pest issues, rather than relying on pesticides.

Your custom-tailored [GreenPro Certified](#) program is comprised of these 5 fundamental components of our service:



 **INSPECT**

Our inspection process is extremely thorough, utilizing investigatory tools and monitoring devices to uncover and identify issues before they develop into problems. Early detection and correction of potential problems allows us to eliminate the *sources* of pest problems, rather than just the *symptoms* of problems.





IDENTIFY

Accurate pest identification is critical to a successful pest management program. Misdiagnosis of a pest or root cause of infestation results in ineffective actions. That's why our service professionals go through extensive ongoing training to pinpoint the pest issue and make informed decisions on curative measures to be implemented.





IMPLEMENT

The proper measures to be taken in response to a pest problem are often a collaborative effort between our technician and our client. We use a proactive, integrated approach to eliminate and prevent pest problems access denial and exclusion, structural modification, improved housekeeping, harborage reduction and where necessary, targeted application of pest control products.





INFORM

Our service professionals use state-of-the-art mobile technology to accurately capture and report information. Your technician will generate and review a comprehensive report with you at the conclusion of each visit. All service data is synced and stored in a secure portal where you can immediately access service details.





INTERACT

Our focus is on a COLLABORATIVE partnership with you. We maintain a strong level of interaction to prevent breakdowns in communication and to make you continually aware of the status of the program along with any conditions that may be conducive to pest problems and recommended corrective actions to be taken.



II. IN-SCOPE PESTS

Our service is designed to prevent and/or eliminate indoor and outdoor populations of common crawling and flying insects, as well as rodents, including, but not limited to, those listed below:

- Cockroaches (all types)
- Ants
- Spiders
- Centipedes
- Millipedes
- Sow Bugs
- Spiders
- Silverfish
- House Flies
- Fruit Flies
- Rats
- Mice

III. OUT-OF-SCOPE PESTS

Pests not covered under the standard scope of service that would be individually proposed and charged on a case by case basis, may include, but are not limited to, those listed below:

- Bed Bugs
- Birds
- Fabric and Pantry Pests
- Fleas
- Wood Destroying Insects (including Termites, Carpenter Ants)
- Stinging Insects (including Bees, Wasps)
- Wildlife
- Substantial infestations of in-scope pests due to extenuating circumstances or heightened or widespread activity requiring off-hour or specialized treatments.

IV. SERVICE PROCEDURES

You will have a dedicated service technician so that you will be able to rely on the same technician and receive a consistent level of service, at each location. Before starting any inspection or treatment, the dedicated technician will report to the designated person responsible for the governing of the pest management program. Onsite logbooks or any other reporting measures will be checked and maintained pursuant to directives communicated by the building supervisory personnel, along with coordinating access to areas requiring service.

Upon completion of his/her work, technician will again see the governing person to report activities and note any items of concern requiring attention. If conditions exist that

are identified as conducive for pest issues to develop, technician will indicate on report and submit to management with recommended corrective measures.

The effectiveness of your pest management program rests upon the cooperative efforts of both the Pest Management Operator and the Client. The Client must assume the responsibility of good housekeeping, sanitation, storage and construction deficiencies and the ongoing maintenance and supervision of its facilities.

A. Insect Management

Early warning devices for crawling insects will be strategically and discreetly placed around the interior as needed and monitored on a regular basis to identify sources or potential sources of pest problems before any substantial infestation occurs. Careful inspections and diagnosis will focus on detecting signs of live, and/or conditions conducive to, insect activity, and resolving the cause(s) whenever possible. Problem resolution may involve sealing cracks and crevices, installing exclusion devices and when necessary, applying reduced toxicity materials in a manner designed to reduce potential for exposure and consistent with product labels and regulatory requirements.

B. Fly Management

We will also inspect for sources of house fly and small fly activity such as fruit flies. Customer understands that fly infestations are most often related to sanitation and/or structural issues. Customer further understands that their cooperation on housekeeping and maintenance activities is critical in sustaining a pest-free environment.

C. Rodent Management

Our service technician will also carefully inspect the interior of the buildings for rodent activity and any access points that may need to be sealed. If activity or contributing conditions are found, monitoring and trapping devices will be discreetly placed in target areas. Other treatment techniques may also be applied. Our service technician will carefully inspect the exterior of your building for signs of rodent activity. Any rodent burrows observed will be treated. Where necessary to address outdoor rodent activity, tamper-resistant stations containing rodent baits may be recommended to be securely fastened along the outside walls so that they cannot be removed. As part of inspection, each station will be cleaned, maintained and bait will be replenished where needed. The condition and findings of each station will be recorded via technician's handheld device. Our technician will first consult with you on any modifications or additional stations needed.

V. SERVICE REQUESTS

Follow-up and emergency service requested in between scheduled service visits will be responded to on a timely basis and will be provided at no charge for covered pests. Requests can be placed via our website (www.wittpm.com), email (service@wittpm.com) or telephone (412.681.1900 #2).

VI. RECORDKEEPING AND REPORTING

A. Field Level Reporting

We use state-of-the-art mobile technology to accurately capture and report all service information such as type of pest activity, application method, products used, conditions conducive to current or potential pest problems and the recommended corrective actions to be taken. A summary report can be left with designated personnel at each facility. Such reports can also be emailed to designated personnel.

Witt will maintain a centralized service binder, to be located at a centralized facilities management office. The binder will contain: IPM Plan and service schedule for each building, a sightings log sheet, service report section, and any other relevant documentation. The service binder would be checked and maintained pursuant to the directives communicated by building supervisory personnel.

B. Management Level Reporting

All service information is uploaded from technicians' data collection devices to our safe and secure customer portal, which is accessible to designated personnel and Witt's management team. Through this portal, detailed reports including trending is available, giving you heightened awareness of your IPM program.

C. Safety Data Sheets (SDS)

SDS and labels for any and all products used in the course of service are available via our website. Any material used will comply with federal, state and local laws and all applications will be performed in accordance with most effective scientific pest control procedures.

VII. SUPERVISORY & QUALITY ASSURANCE TEAM

In addition to your assigned technicians, a dedicated supervisory team will help oversee the program along with detailed quality assurance and responding to and resolving any escalated or emergency situations. The team members are:

Stanley Gshinsky, Service Supervisor



Stan has been a dedicated employee of Witt Pest Management for over 30 years. He was named a finalist in 2005 and 2008 for the prestigious Technician of the Year Awards sponsored by Pest Control Technology magazine. Stan embodies the company values of unwavering dedication and fostering devoted customer relationships. He has serviced many institutional buildings and universities, hospitals and multi-location housing facilities.

Brian Bookwood, Service Supervisor



Brian has been a dedicated employee of Witt Pest Management for over 17 years. Brian has very good interaction and communication skills. His attention to detail, engaging customer service skills, and comprehensive knowledge and experience has made him one of our top technicians. Brian has a wide-range of experience including large AIB food production facilities, university housing and academic buildings and multi-location housing facilities.

Joseph Ryan, Service Manager



Joe started with our company more than 30 years ago as a service technician. He gained the experience in the field servicing all industries ranging from food service establishments and health care facilities to multi-unit housing and many facets of industrial and institutional facilities. His technical expertise and well-rounded customer service experience makes him an unparalleled service manager and quality assurance leader.

Adam Witt, President



Adam Witt is the president of Witt Pest Management, which has been successfully servicing the greater Pittsburgh area since 1908 when his great-grandfather Harry L. Witt established the business. Although he is a graduate of Penn State and continued pursuing his education at Dickinson School of Law graduating in 2004, Adam decided to continue leading the family business. Adam has served on the executive board of the National Pest Management Association, and continues to participate in the NPMA Quality Pro Board of Directors. Additionally, Adam is president-elect of the Pennsylvania Pest Management Association (NPMA).

VIII. QUALITY PRO



All of our technicians are Quality Pro Certified, the mark of excellence in our industry, which is an industry-wide certification regulated by the National Pest Management Association. As avid participants in this program, we train and educate our service technicians and sales professionals to exceed your expectations in everything they do. Our participation in Quality Pro also means that we are environmentally responsible in keeping the best interests of our customers the top priority.

Choosing a pest management company can be difficult, but our participation in Quality Pro should make your choice easier. With this “Good Housekeeping” seal of approval, you know that you're getting the highest level of service and maximum value for your pest management dollars. As strong believers in Quality Pro standards, we adhere to them by:

- Conducting criminal background checks on every employee
- Maintaining a drug-free workplace
- Monitoring vehicle record checks on every employee, assuring safe driving practices in your neighborhood or place of business
- Providing our technicians with vehicles that are safe, clean and easily identifiable
- Furnishing our technicians with uniforms that are easily identifiable
- Educating our technicians and sales employees for more than 60 hours a year about safe Integrated Pest Management (IPM) treatment methods
- Engaging in truthful advertising
- Communicating with customers honestly, and responding promptly and courteously to their concerns
- Agreeing to regular NPMA audits to ensure compliance with QualityPro certification requirements