Integrated Pest Management Approach

A practical framework for prevention, targeted treatment, monitoring and continuous improvement

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ABOUT THIS DOCUMENT

This document describes Enviro's general Integrated Pest Management (IPM) philosophy and operating approach. It is an informational resource, not a service contract. Specific scope, frequency, pricing, guarantees, customer obligations and other contractual terms are governed by the applicable Enviro Service Agreement or service authorization and the applicable Terms & Conditions at www.enviromg.com/terms-and-conditions. Where this document conflicts with applicable law, pesticide labeling, regulatory requirements or a governing customer agreement, those requirements control.

What Integrated Pest Management Means

Integrated Pest Management is a decision-making process for managing pests by combining prevention, inspection, monitoring, physical and mechanical controls, sanitation and structural recommendations, and targeted treatment when appropriate. Effective IPM looks beyond the pest currently visible and considers the conditions that allowed the activity to develop or persist.

Enviro applies IPM as a flexible framework rather than a one-size-fits-all checklist. The appropriate level of inspection, monitoring, documentation and treatment depends on the pest, the property, the service purchased, regulatory or audit requirements, and conditions encountered during service.

Core Principles

Prevent first	Whenever practical, reduce pest access to food, water, shelter and entry points before relying on repeated reactive treatment.
Identify before acting	Treatment decisions should be informed by the pest involved, evidence of activity, site conditions and the likely source of the problem.
Use the right tool for the condition	IPM may combine sanitation, exclusion, trapping, monitoring, mechanical controls and pesticides. No single method is appropriate for every pest or every property.
Use Targeted Controls	When pesticide treatment is appropriate, Enviro selects products, placement and methods based on professional judgment, label requirements, site conditions and the target pest.
Measure and adapt	Pest pressure changes over time. Monitoring, service observations, customer feedback and trend information help guide follow-up and program adjustments.

The Enviro IPM Cycle

Strong IPM programs are proactive, repeatable and adaptive. Enviro uses the following cycle as a practical guide, scaled to the service and property involved.

1	**Define the Pest Problem**	Gather relevant history, identify the target pest when reasonably possible, and understand where and when activity is occurring. For recurring commercial programs, customer observations and prior service records can help reveal trends that a single visit may miss.
2	**Evaluate the Property**	Inspect relevant and reasonably accessible areas within the scope of service for pest activity, entry points, harborage, food and water sources, moisture, sanitation issues, structural conditions and other factors that may contribute to pest pressure.
3	**Reduce Supporting Conditions**	Prioritize practical steps that can make the property less favorable to pests. These may include customer sanitation or housekeeping changes, moisture correction, storage changes, vegetation management, structural repairs, exclusion, or other habitat modification.
4	**Select and Apply Controls**	When direct control is appropriate, select from physical, mechanical, biological or chemical tools suited to the target pest and site. The objective is effective control with treatment focused where it is reasonably needed.
5	**Measure Results & Adjust**	Use inspections, traps, monitors, service observations, customer reports and other available information to evaluate changes in pest activity. Adjust methods when conditions, pest pressure or treatment response indicate that a different approach is warranted.
6	**Record Findings & Coordinate**	Record material service activity and, where appropriate, communicate findings, recommendations, treatment information and next steps. Documentation helps both Enviro and the customer understand what has occurred and what conditions may require follow-through.

Not every service requires every step in the same level of detail. A targeted one-time service may be narrower than a recurring commercial program and regulated or audit-sensitive facilities may require additional documentation or a formal site-specific IPM plan.

Action Thresholds: Treat the Condition, Not the Calendar

IPM recognizes that the appropriate response depends on the pest and the environment. In some settings, a single pest may require immediate action; in others, monitoring may show that treatment is unnecessary or that prevention is the better first step. Enviro considers pest species, activity level, property use, customer tolerance, regulatory requirements, risk to occupants or operations, and the surrounding environment when deciding what action is reasonably appropriate.

Recurring service dates are opportunities to inspect, monitor, maintain the program and respond to conditions. They do not require the same pesticide application at every visit.

IPM Is a Partnership

Pest pressure is influenced by both treatment and property conditions. The strongest programs combine Enviro's pest-management work with customer action on the conditions that only the customer, owner, manager or occupant can control.

ENVIRO'S ROLE	CUSTOMER / PROPERTY ROLE
Inspect relevant accessible areas and identify pest evidence or risk conditions within the scope of service.	Provide reasonable access and communicate sightings, patterns, changes and known problem areas.
Recommend practical pest-management actions based on observations and professional judgment.	Complete required preparation and reasonably address sanitation, moisture, structural, storage or other conditions within the customer's control.
Select and perform pest-control methods reasonably appropriate to the pest and service.	Avoid interfering with treatment, monitoring devices or service equipment and communicate relevant site restrictions or sensitivities.
Document material service activity and, where appropriate, provide findings or recommendations.	Review service information and use it to support maintenance, occupant communication and corrective action.
Monitor and adapt the pest-management approach as conditions change.	Notify Enviro of meaningful changes, recurring activity or new conditions that may affect the program.

Conducive Conditions

A conducive condition is a circumstance that can attract pests, provide food or water, create harborage, or make entry and survival easier. Examples can include standing water, plumbing leaks, food residue, waste accumulation, clutter, unsealed penetrations, damaged door sweeps, vegetation contact, gaps around utilities, inaccessible voids, or occupant practices that repeatedly reintroduce pests. Recommendations concerning these conditions are part of IPM because treatment alone may not overcome an unresolved source or access problem.

Prevention and Control Methods

IPM does not mean pesticide-free pest control. It means using available tools deliberately, with prevention and non-chemical controls incorporated when they are practical and effective, and pesticide applications targeted to the pest and condition when treatment is appropriate.

Inspection & identification

Understanding the pest, location and conditions before choosing a response.

Sanitation & habitat modification

Reducing food, water, clutter, harborage and other conditions that support pest activity.

Exclusion & structural correction

Reducing access through gaps, penetrations, doors, screens, utility openings and other entry points when included in the service or completed by the customer or another trade.

Mechanical & physical controls

Using traps, capture devices, vacuums, monitors, barriers or other non-chemical tools where appropriate.

Targeted pesticide treatment

Using labeled products and application methods selected by Enviro based on the target pest, site conditions, applicable law and professional judgment.

Education & communication

Helping customers and occupants understand the behaviors and conditions that influence pest activity and the actions that can support long-term control.

Treatment Decisions and Professional Judgment

Enviro technicians select treatment methods based on the target pest, activity level, accessible conditions, the property environment, product labeling, applicable law, customer restrictions communicated to Enviro, and professional judgment. Specific products and methods may change over time as pest pressure, site conditions, regulations, labels, technology and available treatment options evolve. This flexibility is an important part of IPM.

Sensitive Environments

Homes, healthcare settings, schools, senior living facilities, food environments and other sensitive sites may require additional consideration regarding access, occupants, treatment timing, product placement, exposure potential and documentation. Enviro adapts its approach to the property and applicable requirements rather than applying a single universal treatment protocol.

Monitoring, Documentation and Follow-Through

The value of IPM increases when observations are captured over time. Documentation can reveal repeated pest introductions, recurring access points, seasonal patterns, unresolved sanitation or structural conditions, and areas where corrective action is working.

Service observations

Pest activity, evidence, treatment performed and other material observations may be recorded in Enviro's service-management systems.

Recommendations

Where appropriate, Enviro may document sanitation, moisture, structural, storage, access or other conditions that can influence pest pressure, together with recommended corrective action.

Monitoring information

Devices, inspections and customer reports can be used to compare activity over time and determine whether the program should be adjusted.

Customer communication

Service records, reports and recommendations can help owners, managers and occupants understand what has been observed and what follow-through may improve results.

Trend review

For recurring programs, historical information can help distinguish an isolated event from a persistent pattern and support more targeted decisions.

Site-Specific IPM Plans

For larger, regulated, audit-sensitive or otherwise complex facilities, Enviro may develop a written site-specific IPM plan when appropriate to the contracted service, customer requirements or applicable standards. A site-specific plan may identify pest risks, monitoring locations, responsibilities, action thresholds, documentation expectations and program-specific procedures. Such a plan is distinct from this general company-wide IPM Approach and applies only when specifically created for the site.

Continuous Improvement

IPM is intended to evolve. Enviro periodically reviews service methods, technician training, monitoring tools, documentation practices and available pest-management technologies. Programs may be adjusted as better information, new conditions, regulatory changes or improved tools become available.

Industry Standards and Training

Enviro's IPM approach is informed by recognized industry practices materials and training concepts. Technician education, label compliance, applicable regulatory requirements and ongoing professional development support consistent decision-making while allowing methods to evolve as conditions and technology change.

What Customers Can Expect from Enviro's IPM Approach

IPM MEANS	IPM DOES NOT MEAN
A structured process for identifying, preventing, monitoring and managing pest activity.	A promise that a property will remain permanently pest-free.
Treatment decisions informed by pest biology, site conditions and professional judgment.	A requirement to apply pesticides on every scheduled visit.
Use of non-chemical and chemical tools as appropriate to the condition.	A promise that every possible control method will be used on every account.
Customer partnership on access, preparation and conducive conditions.	A transfer to Enviro of conditions or responsibilities controlled by the customer, occupants or other trades.
Documentation and adjustment over time for recurring programs.	A guarantee of a particular response time, treatment date or outcome unless expressly agreed in writing.

Useful IPM Terms

Action threshold. The level of pest activity, evidence or risk at which a control response is reasonably appropriate. The threshold may differ by pest, property type, customer tolerance or regulatory requirement.

Conducive condition. A site or occupant condition that can support pest entry, survival, reproduction or persistence.

Exclusion. Physical steps intended to reduce pest entry or movement through openings, gaps, penetrations or other access points.

Monitoring. Use of inspections, observations, devices, customer reports or other information to track pest activity and program effectiveness.

Targeted treatment. A control action directed to the pest and area reasonably requiring treatment rather than unnecessary broad application.

Treatment. A pest-management action that may include physical, mechanical, biological, chemical or other control methods.

THE ENVIRO APPROACH

Effective pest management is rarely one action. It is a cycle of understanding the pest, reducing the conditions that support it, applying an appropriate control method, monitoring the result and adapting as conditions change. Enviro provides pest-management expertise and recommendations; strong results also depend on reasonable customer access, preparation and follow-through on conditions within the customer's control.