PEST CONTROL SURVEY REPORT AND RECOMMENDATIONS FOR

Tel 020 8355 3443
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office@beaverpest.co.uk
www.pestcontrolservices.co.uk

Beaver Pest Control
Trident Business Centre
89 Bickersteth Road
London SW17 9SH

INNOVATIVE PEST MANAGEMENT

FAO Mr. Richard Strong
Senior Project Manager
150 Holborn
London EC1N 2NS

22nd August 2018

Dear Mr Richard,

Re. Integrated Pest control Management (IPM) report and quotation

During the survey a medium level of rat (Rattus norvegicus) infestation was found in the form of droppings, entry points and smear marks.
As expected the highest level of activity is in the basement, with medium activity on the ground and then declining levels of activity the higher the floor.
Monitoring bait stations will be located to consider the levels of infestation in the basement and ground floors and the majority of our resource and monitoring will be focused where the problem is greatest.

Measures for Phase 1.

We will be installing 60 internal plastic bait stations in the above specified floors to eradicate the current infestation and control any further potential activity during Phase1.
For maximum effectiveness bait stations will be a combination of traps and rodenticides. Externally we will be using existing Metal Bait stations for any potential external rat activity.
A risk assessment will be carried out by the technician prior to carrying out the work.
With the proposed measures we believe that we will get the infestation under control in three weeks.
During this period, we will organise weekly visits.
After three weeks we will carry out another assessment of the situation, and will start with monthly visits until the end of Phase 1.
During this period, if and when required four call-outs will be included in the plan.
As a result of this plan and considering the level of activity we are confident with project moving forward with site establishment, external scaffold and stripping of bricks to the Brooke St entry archway (all external works). Therefore, we do not believe there is overlap of tasks that would impact on implementation of our control measures.

Your sincerely,

Sam Ritz
District Surveyor
Beaver Pest Control LLP
DD: 020 8355 3441 • M: 07387418708 • E: sam@beaverpest.co.uk

4. BEAVER PEST CONTROL COMPANY INFORMATION

Beaver Pest Control was established in 1990 and is the trading name of Beaver House Services Ltd. We offer a wide range of pest control services to clients in the food, drink and hospitality industries, housing associations, sports venues, local authorities and many other private or public organisations. We are full members of the British Pest Control Association (BPCA), held in high esteem by many Environmental Health Officers and have many important customers who commend us highly. Please contact our office for a selection of written references.

Our aim is to offer a high quality service by giving our technicians the best training in the industry and to motivate them with quality bonuses as an integral part of their pay package. We are registered to ISO 9001 / 2008 quality standard.
Reports and assessments can be provided digitally and on line if required.

TRAINING
All technicians receive at least five weeks' training before being allowed to carry out unsupervised service work for contract customers. During their training they have to pass a weekly written test and at the end of their training they must attain over 70% in a final exam. We have sometimes employed staff from other pest control companies but have still found it necessary to still give them the full amount of training to reach our standards.

Training never stops. We hold monthly team meetings to review and improve performance and our managers spend at least eight full days a year accompanying every individual member of staff. Within twelve months every new member of staff is sent on a one week long residential course run by the BPCA. Our longer serving members of staff are sent on a refresher course or specialist course at least every two years.

We are one of the few pest control companies to be a full member of the Professional Register of Managers and Pest Technicians (PROMPT), a scheme run by the British Agrochemical Standards Inspection Scheme (BASIS), which requires every member of our service staff to attain 20 Continuing Professional Development points (CPD) every year. Only companies fully committed to training are able to attain this many points for every member of staff, year in and year out.

QUALITY AND ATTITUDE
As far as we know, we are the only medium to large company to pay bonuses to technicians every month based on the quality of their work. This means that our managers have to carry out site visits to inspect every technician's work, at random, on a regular basis.

Quality Assurance checks are primarily used to help develop the technician and motivate them. However, these inspections also ensure that we detect faults in our service before the customer. The result is that our service team take pride in their work, stay with the company and their morale remains high.

Our call centre is fully manned by our trained staff between 9.00 and 17.30 Monday to Friday. Outside of these hours the phones are diverted to experienced technicians seven days a week, including bank holidays. Our response time is therefore much quicker than most companies.

Client reviews of Beaver Pest Control are available at http://www.checkatrade.com/BeaverPestControl . For further information please also visit our website at www.pestcontrolservices.co.uk.

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5. BENEFITS TO YOU FROM REGULAR PEST CONTROL VISITS

There are many reasons why pest control is vital in the modern business environment.
Ants, cockroaches, flies, mice and rats all carry diseases, can infest our food, damage our buildings and ruin your hard earned reputation.

PREVENTION OF DAMAGE TO YOUR STOCK AND PROPERTY

Rodents must gnaw regularly and this can cause damage to the fabric of your buildings, plumbing, electrical wiring and can even start a fire. Food infested by rodents or insects is deemed unfit for human consumption and must be disposed of.

PREVENTION OF DISEASE

Due to their scavenger nature many pests carry pathogen agents that can easily be passed to humans. Food poisoning, gastroenteritis, tuberculosis, dysentery and Weils Disease are only a few examples of illnesses caused by the presence of rats, mice cockroaches, flies and even some species of ants.

HELPING YOU TO CONFORM TO LEGISLATION STANDARDS

The Prevention of Damage by Pests Act 1949 gives local authorities powers to serve notices for necessary actions to be taken for the removal of pests. More recently The Food Safety Act 1990 (Section 8 (1)) and associated Regulations 2006, makes it an offence to sell food for human consumption which fails to comply with food safety requirements. Section 11 states that “Prohibition Orders” may be imposed on food business processes or equipment if there is any health risk. Section 21 provides the defence of “due diligence” in any proceedings for an offence if the person charged is able to prove that all reasonable precautions were taken and due diligence exercised to avoid the offence being committed.

PREVENTION OF PEST INFESTATION

Using our experience and expertise we are able to design and implement Integrated Pest Management Programmes that are highly effective in maintaining pest free environments for you and your customers. A thorough survey of your premises will identify the pests already present, their entry points, harbourages, breeding and feeding sites. We will discuss a control plan with you, such as, physical methods of control before choosing the best chemical treatment available, determined by an agreed COSHH risk assessment; the assessment will carefully consider the impact on your business and the environment.
After controlling your existing infestations we aim to prevent future occurrences of pests by giving you proofing and hygiene recommendations and monitoring key areas at intervals that match the breeding cycles of most pest species. This will ensure that, in the event of pests being reintroduced to the environment, they are dealt with quickly and efficiently.

SAFEGUARDING YOUR BUSINESS

By providing you with accurate reports after each visit and treatment you will be able to provide evidence of “due diligence” thus protecting your business against prosecution and ensuring that your reputation does not suffer.

BETTER VALUE FOR YOUR MONEY

It is more cost effective to make sure your premises are kept pest free in the first instance rather than react to infestations as and when they occur. As we are able to guarantee most of our treatments, should our recommendations be followed, as a contract customer you will also benefit from a free call-out facility.

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6. TERMS AND CONDITIONS

Beaver Pest Control' or 'Our Company' or 'We' used hereinafter refer to and are legally binding to mean Beaver House Services Ltd.

AGREEMENT PERIOD A one year minimum agreement period applies unless otherwise specified. To terminate the service after the minimum agreement period is over, a written notice is required at least 3 months in advance of your next invoice date. The contract will otherwise roll on annually. If call outs exceed more than 4 per annum we reserve the right to renegotiate the contract. PRICE INCREASES Prices will be adjusted on an annual basis in line with inflation. Advance notice will not normally be given unless increases are more than 1% above the rate of inflation.	ACCOUNTS Quarterly invoices, in advance, must be paid within 30 days of the invoice date. We reserve the right to charge interest on all sums remaining unpaid after the due date, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 at the rate of 2% over the current Bank of England base rate together with late payment charges as set out in the Act. Beaver Pest Control reserves the right to suspend services if invoices are not paid by the due date. Services will be restored immediately after receiving outstanding payment amount in full. During suspension charges will continue to be applied as usual.
QUALITY CONTROL Beaver Pest Control will normally only use suppliers whose quality has been assured to ISO 9001: 2008 by a recognised accredited certification body. Staff are employed directly by Beaver Pest Control who carry out all of the work themselves. We only use our partners in exceptional circumstances and always ensure their employees are fully qualified for the work involved. We monitor all work on a continual basis.	WORK OUTSIDE NORMAL WORKING HOURS: Additional charges will be made for all work carried out between 6pm and 8am on a weekday or for any visits made on a weekend or a UK public holiday. We will not call without your permission but recommend you agree a price in advance with Our Company for work outside normal hours. This term does not apply if alternative arrangements are recorded elsewhere in this Agreement.
DAMAGE Whilst agreeing to undertake all reasonable precautions to minimise any disturbance, we do not accept liability for any damage occasioned by the removal of goods or products supplied by other parties, or by the removal of goods or products supplied by our Company when removed by other parties without the permission of a senior member of Beaver Pest Control.	AGREEMENT SPECIFICATIONS All goods and equipment supplied to the client for the purposes of providing the services described in the agreement remain the property of Beaver Pest Control at all times, unless otherwise specified in the contract. Until full payment of the amount shown has been received by Our Company for any goods supplied under the agreement, the legal and beneficial title of such goods shall remain with Our Company and the client shall not be entitled to sell, deal with or dispose of the goods until title has passed.

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APPENDIX: BIOLOGY OF PESTS

BIOLOGY OF RATS

The most common species of rat found in the UK is the brown rat. There is also the black rat but this is usually only found in very few port side areas in the UK. Rats tend to be a problem as they damage stock, transmit many dangerous diseases and could even start a fire by chewing through electric cabling.

Rats are often nocturnal and live for 9-18 months in the wild. They are only pregnant for 3 weeks and the females can have over 50 offspring in a year. Successful eradication may be possible using a combination of rodenticides and proofing but often a camera test is also required to the drains.

BIOLOGY OF MICE

The house mouse is a very common pest of buildings. As they produce around eighty droppings in a day and urinate wherever they run they can soon contaminate a large area. Like rats they have teeth that continually grow and need to gnaw to wear these down in size resulting in a lot of damage. Rats and Mice are known to spread diseases and cause food poisoning and therefore Environmental Health Officers are very strict and may apply for a closure order if they discover a bad infestation.

Mice tend to come out when it is quiet resulting in them being more active at night. They live for around 12 months, are pregnant for only 3 weeks and a single pair can be responsible for producing hundreds of mice within one year. Mice can be controlled using a combination of rodenticides in different formats but proofing and housekeeping are also very important.

BIOLOGY OF COCKROACHES

German cockroaches produce 4-8 egg cases each year and each egg case takes one month to hatch and contains 35-40 new cockroaches.

Oriental Cockroaches produce less egg cases and these only contain around 16 nymphs. However this cockroach lives longer, can survive more extreme living conditions and the egg case does not hatch for 2 months.

This means that if regular treatments are not undertaken their numbers will rapidly increase resulting in a more widespread infestation in the future. Cockroaches are a health risk and spread various diseases because they are just as happy in a drain as they are in your food cupboard.

BIOLOGY OF PHARAOH ANTS

Pharaoh Ants were originally a tropical species of ant but are now regularly found in heated buildings in the UK. They are small, mobile and active. Ant workers are seen in distinct trails between nests and their food source. They forage on a wide range of foods but prefer items high in protein.

Infestations spread by ‘budding’ groups of workers and a queen leaving the main nest to form satellite colonies. Pharaoh ants may carry diseases and can penetrate food packaging due to their small size. They have the ability to travel through ducting and the building structure which means infestations can become very widespread. They have a well-defined social organization.

Unlike the common black ant where one queen lays all eggs; the pharaoh ant colonies contain several queens, all of which may lay eggs. There have been records of nests of up to 50,000 workers and 100,000 young stages.

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Residual Insecticides, such as ant powders or aerosols which can be purchased from DIY shops will kill the breeding workers but the queens will just lay more eggs to compensate. In addition the area becomes contaminated and therefore the ants will just spread throughout all the rooms within the block. Workers will move pupae and young larvae away if danger threatens the nest. Special protein based baits (Not Nippon) are required to treat this ant and these can only be provided by a pest control company.

BIOLOGY OF FLEAS

Fleas are an external parasitic insect pest of mammals and birds. They depend on their 'host' animal for food and development. Their host can be e.g. a cat, a dog, a fox or a bird but if the host is not available they will bite humans.

Adult fleas vary in size, but are generally about 2-3mm long and reddish brown in colour. There are too many types to list as there are around 1400 known species of flea.

First, the source of the infestation must be identified and treatment of the offending animal undertaken by a vet or the owner. Secondly, a thorough vacuum clean of the premises should be undertaken and the bag disposed of. Thirdly, all areas should be treated with an insecticidal spray to kill the adult fleas and larvae. Pupae often survive treatment, so it is usual to carry out a second spray treatment to ensure adequate insecticide is available when they eventually hatch out.

BIOLOGY OF WASPS

Wasps are social insects and form large colonies, or nests, which are socially structured and highly organised. Wasps are a widespread pest during the summer and cause fear and concern in many people because of their powerful stings especially as some species are quite aggressive. As many as 30,000 wasps can populate a nest.

The queen usually spends the winter in a warm protected site often located in lofts, attics, wall cavities or in the ground. The wasps nest will be treated directly. If the wasp nest cannot be located, treatment may involve the use of perimeter baits containing insecticide. Alternatively, insect screens on doors and windows will help stop wasps entering buildings and the installation of electric fly killers will help to control wasps if they do get inside premises.

BIOLOGY OF BED BUGS

The Bed bug enjoys the luxury of centrally heated dwellings, which they exploit all year round. They avoid the light and hide in/on furniture, on bed frames, in & behind skirting boards and plug sockets, on curtain poles, behind hanging pictures, inside divan frames, on mattresses and headboards.

Bed bugs are parasites & feed exclusively on blood, usually human blood. The bugs climb over their human hosts during the night and use their piercing mouthparts to penetrate the skin for feeding. Adult bed bugs are approximately 5mm long and 3mm wide. They are oval in shape and usually dark reddish brown in colour, although the colour may vary. Bed bug eggs are pearly white and 1mm long. Females feeding regularly will lay 2 or 3 eggs per day, up to a maximum of 12.

Insecticidal treatment will be required to eradicate bed bugs. It must be thorough and extensive and will require the owner to empty all the wardrobes and draws in the room in advance. Treatment is also recommended to all adjacent rooms, including those above and below the area of concern.

BIOLOGY OF MOTHS

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INNOVATIVE PEST MANAGEMENT

Moths are very common pests and there are many different types. Some will live in textiles such as woollen clothing and carpets while others will live in packets of food such as flour and porridge oats. Examples include the Warehouse Moth, Clothes Moth, Brown House Moth and Indian Meal Moth. Each moth has its own characteristics and correct identification by a qualified pest controller is paramount.

Moths have a complete life cycle, i.e. egg, larva, pupa, adult. In general, the eggs are laid in the product and when they hatch the larva, or caterpillar, feeds directly on the product. Moths themselves are just irritating and only live for about two weeks as they do not feed but they still must be controlled as they are capable of laying over 100 eggs. It is the larvae that do all the damage.

This problem is initially tackled through thorough cleaning and / or the disposal of all potential sources of infestation but insecticidal treatment is still required to kill off any larvae as these are often tucked away in dark undisturbed areas.

TREATMENT REPORT

Beaver House Services Ltd t/a Beaver Pest Control
Unit C21, Trident Business Centre, 89, Bickersteth Road,
Tooting, London. SW17 9SH
www.pestcontrolservices.co.uk lodge@beaverpest.co.uk
VAT Number: 749182503 Company Reg: 3891773

Site Address John F Hunt Group Ltd - 150 Holborn 150 Holborn, Clerkenwell, London, EC1N 2NS

Contract / Job No.	Visit Type	P.O. Number	Tech	Visit completed on
017590 / V86611	FIXED VISIT - Job Visit	SC/18012/0210/3005	Tyrelle Willis	20/08/2018 14:56

PEST ACTIVITY OBSERVED DURING INSPECTION
Rats

HEALTH & SAFETY RISK ASSESSMENT * ENVIRONMENTAL RISK ASSESSMENT *** COSHH SITE ASSESSMENT**
The following risks and hazards have been considered and discussed with the owner or the H&S representative:
All hazards and risks were considered;Works covered by safe working practices;Current site Risk Assessment Understood;Current site Method Statement Understood;Technician is qualified to perform the treatment;Risk of slips or trips;Falls/Collapse

Risk control measures undertaken:
Full ppe used on site high vis hard hat gloves goggles safety shoes and induction made a ware of slips trips and falls on site

Work and Treatment Carried Out

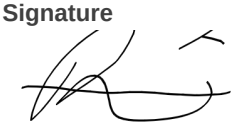
Initial visit completed today basement area and 1st 2nd and 3rd floors have now been baited and for rodent control using tamper proof boxes with grain bait blocks and traps rat activity mostly found in the basement areas of the site weekly follow up visits will be done to maintain rodent control also 10 existing external baits have been serviced for external rodent control

Recommendations

Pesticides/Materials Used (Click for pictures)

5.0 Unit - Sakarat D Whole Wheat; 30.0 Unit - Nara Lures; 25.0 Unit - Contrac Blocks; 30.0 Unit - Snap-E Rat Trap;

SIGN OFF

Customer Name	Customer Signature	Technician Signature	Job Status
RICHARD STRONG			Complete

Invoice/Payment Details

Please make cheques payable to Beaver Pest Control
Payment due immediately on completion of works
VAT Reg No. 749182503

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Contract / Job No.	Visit Type	P.O. Number	Tech	Visit completed on
017591 / V86614	FIXED VISIT - Job Visit	SC/18012/0210/3005	Tyrelle Willis	28/08/2018 11:47

PEST ACTIVITY OBSERVED DURING INSPECTION
Mice;Rats

HEALTH & SAFETY RISK ASSESSMENT * ENVIRONMENTAL RISK ASSESSMENT *** COSHH SITE ASSESSMENT**
The following risks and hazards have been considered and discussed with the owner or the H&S representative:
All hazards and risks were considered;Inspected for rodent carcasses;Works covered by safe working practices;Current site Risk Assessment Understood;Technician is qualified to perform the treatment

Risk control measures undertaken:
All ppe used

Work and Treatment Carried Out

A follow up visit completed today. All accessible baits and rodent traps were checked. In the internal area the main rat activity continues to be found in the lower basement area. A large number of bait stations had significant bait take, showing rodenticide consumed by rats. I have re baited to maintain rodent control. In the external car park area baits have consumed by mainly mice. All have been re baited and will re check on 3 9 18 8 30 am.

Recommendations

Pesticides/Materials Used (Click for pictures)

4.0 Unit - Sakarat D Whole Wheat;

SIGN OFF

Customer Name	Customer Signature	Technician Signature	Job Status
RIGHT HARD			Complete

Invoice/Payment Details

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Contract / Job No.	Visit Type	P.O. Number	Tech	Visit completed on
017591 / V86615	FIXED VISIT - Job Visit	SC/18012/0210/3005	Tyrelle Willis	03/09/2018 12:31

PEST ACTIVITY OBSERVED DURING INSPECTION
Rats

HEALTH & SAFETY RISK ASSESSMENT * ENVIRONMENTAL RISK ASSESSMENT *** COSHH SITE ASSESSMENT**
The following risks and hazards have been considered and discussed with the owner or the H&S representative:
All hazards and risks were considered;Works covered by safe working practices;Current site Risk Assessment Understood;Current site Method Statement Understood;Technician is qualified to perform the treatment

Risk control measures undertaken:
All ppe used

Work and Treatment Carried Out

Current infestation level is considered light for this type of building, location and current state. A combination of rodenticides and traps are being used to manage and reduce to a minimum the current infestation. Bait take continues at a good rate. A follow up visit was completed today, all accessible baits and traps were checked. 3 dead rats were removed from the front car park area. There was bait take from the following areas. (These areas were re-baited during the visit.) 1. internal areas basement and 2. ground floor areas of the building. I have re baited where required and re-set traps to maintain rodent control.

Recommendations

The building is currently awaiting demolition. Further recommendations will follow once the planned building works commence.All site perimeter service openings have been inspected, and while they remain live for the demolition phase, they provide no entry or exit for rodents. The basement services tunnel running under the upper level basement slab is completely contained with heavy duty trafficable access hatches. We believe the rats have been on site for a period of time and are living and breeding in the building. We do not believe they are coming from external areas. Therefore prior to the building work commencing we will reduce the existing population to prevent them leaving the site. The drain covers on site require 3 men to lift them and have no breaks therefore we believe the source is not from the drainage system. Subsequent inspections will continue to monitor all locations'

Pesticides/Materials Used (Click for pictures)

3.0 Unit - Sakarat D Whole Wheat;

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SIGN OFF

Customer Name	Customer Signature	Technician Signature	Job Status
RICHARD			Complete

Invoice/Payment Details

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