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## **PESTINATORS SERVICE LEVEL AGREEMENT**

This is a Service Level Agreement between **PESTINATORS PEST CONTROL** and **KGANYA PROJECTS NPC**.

### 1. Scope

- 1.1. The monitoring and management of your Pest Management Program (PM) in order to identify, prevent and eliminate conditions that could cause a pest infestations.

### 2. Field of Application

- 2.1. This PM program procedure applies to **KGANYA PROJECTS NPC**.

### 3. Responsibilities

- 3.1. The client is responsible for:

- Appointing the pest control contractor
- Monitoring the effectiveness of the PM program
- Ensuring that your PM program covers all critical requirements as defined in applied certification standards
- Corrective actions are effectively cleared and signed off.

- 3.2. Pestimators Pest Control Services is responsible for:

- Conducting **monthly** services as per the customer's requirements, making sure that the PM program is effective.
- Maintaining all records of site inspections, including treatments and chemical usage logs
- Ensuring that all Pestimators PC technicians are competent and that all credentials are annually updated – if needed
- Manage the PM program as the agreed certification requirements
- Pestimators Pest Control Services must make sure that no chemicals are stores on the site

### 4. Procedures

- 4.1. Appointment of contractor:

- Pestimators Pest Control Services commitment to quality service
- Pestimators Pest Control Services has the understanding and knowledge of particular pest risk associated with the process, facility and product and therefore preventing and eliminating harbourage in and around the facility.
- Pestimators Pest Control Services is experienced integrated pest management and carries out activities on site in accordance with numerous certification bodies.

**M Barnard (Managing Director)**



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- Follow up inspections are carried out by Pestimators Pest Control Services technicians as per requirements and/or to his discretion if high infestation is found as per clients requirements.
- If an insect infestation is found on site that does not fall under the current treatment scope, a quote will be sent indicating the specific recommended treatment.

#### 4.2. Environmental Management and Pesticide Reduction:

- There must be an increased awareness on environmental management and inspection of the site to reduce the attraction to pest
- The PM program should aim to reduce the use of pesticides particularly outdoors by an enhanced prevention program based on pest proofing and improved hygiene and housekeeping.

#### 4.3. Rodent Control:

- External bait stations must be locked, labelled, secured and maintained monthly to all external areas
- Internal rodent monitor stations must be labelled and checked on a **monthly** cycle to all areas internally
- Schematic diagrams must be updated as and when required
- Broken and damaged boxes (external & internal) must be replaced and charged to the client if excessive damage is found
- Rodent activity must be recorded and corrective actions carried out
- Liquid stations are not permitted.

#### 4.4. Cockroaches:

- If used - Cockroach monitoring traps must be placed in strategic places and recorded on the site map
- Activity must be recorded and corrective actions carried out
- Spray and bait treatments carried out on a **monthly** basis

### 5. Corrective Actions

#### 5.1. Facility maintenance:

- A corrective action form is filled out by Pestimators Pest Control Services and is logged
- **Kganya Projects NPC** must follow up on corrective action and sign off when completed.

#### 5.2. Eliminating actual or potential pest harbourage:

- A corrective action form is filled out by Pestimators Pest Control Services and is logged
- Depending on the situation Pestimators Pest Control Services will eliminate the harbourage or it will be assigned to **Kganya Projects NPC** staff.

#### 5.3. Eradication of pest:

- Pest will be monitored **monthly** and action is taken immediately for any pest noted.

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- If a pest is noted by **Kganya Projects NPC** then a service call is to be made to the relevant competent PCO as per your PM procedure
- The PCO will be on site within 2-48 hours

5.4. Responsibility of corrective action:

- The responsibilities depending on the issues found will be either Pestimators Pest Control Services or **Kganya Projects NPC**
- **Kganya Projects NPC** will be responsible for proofing of the building, removing all obstacles blocking or any other maintenance related issues.
- Pestimators Pest Control Services will be responsible for pest issues

5.5. Emergency call out procedures:

- Pestimators Pest Control Services will send a technician out on an emergency call within 2-48 hours of the call been made

On behalf of **Kganya Projects NPC**, I hereby accept the service level agreement.

The services to be carried out is as follows:

DESCRIPTION OF SERVICE	FREQUENCY	DEVICE TYPE	AREAS TO BE TREATED
Cockroach control	Monthly	Spray / Gel / Fumigation	General office area
Rodent Control	Monthly	Toxic (Inside and Outside)	Perimeter walls of main building and inside office area

The list of approved chemicals to be used please refer to the MSDS file.

**Any program or pesticide changes are supplied to the client before it is instituted. If you require more than this amount the cost will be for your account.**

Please note that the devices are the property of Kganya Projects NPC and should excessive damage of any of the devices be noted the costs will be incurred by the facility.

Please note that our terms and conditions of payment are strictly **07 days** from date of the treatment and interest will be charged on all overdue accounts.

Our cancellation notice period will be one (01) calendar month.

We hope the above meets with your approval and should you have any queries please do not hesitate to contact us.

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Signed on behalf of  
**Kganya Projects NPC**

Signed on behalf of Pestimators PCS

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**This SLA is valid from the date of signature until any alterations to the pest control program on site is implemented.**

**M Barnard (Managing Director)**