

**NNABIZO KFT.**  
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Cégjegyzékszám: 01-09-272339  
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# Management and Operating Procedures

## [Raw translation]

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NNABIZO Kft. Carries out its activities as a family business, with a small team and in all case, with personal presence without subcontractors. The manager is also an active employee in the company. In accordance with Gafta's proposals, it reviews its activities every year in the form of a management review, the process of which is regulated by a separate document.

## **The process of contacting the customer**

An orderly relationship with our customers and a quality reviews, with constant contact we provide. In doing so, we ensure the delivery of the necessary information and the satisfaction of our customers. Our contact requirements:

- provide information about our services and products for the service process (inquiries, orders, contracting, and change management)
- fulfillment and execution of the ordered services
- handling customer comments and complaints
- to assess our customers 'satisfaction with our services

## **The procurement process**

In order to provide only the services that meet your preliminary needs during our services, we have defined the tasks detailed below.

## Tasks:

- we regulate the selection, registration and qualification of suppliers
- we regulate the procurement process as well as the precise definition of procurement data
- we regulated the control and management of the products and services procured

When relying on products and services that fundamentally determine the quality of the services we provide, we rely primarily on our strategic partners. In order to be included in the list of suppliers of materials (chemicals and others) who provide services and perform repairs, we take into account previous experience.

New suppliers are evaluated on the basis of preliminary information and their first performance.

In general, we select and evaluate suppliers based on their ability to meet our specified requirements, including quality requirements. Considerations for selection and qualification:

- the quality of the delivered material and the service used
- the development of the supplier's quality management system
- additional business conditions and their fulfillment (price, deadline, method of payment and time)

## Our service process system

### General aspects of pest control

**Defense is basically based on two concepts:**

**Extermination**- destruction of the pest. Where the rodent has already settled, the primary goal is to reduce their numbers below the tolerability threshold. This is followed by complete extermination. To avoid recontamination, regular inspections and replenishment of pesticides.

**Prevention** - the prevention of the re-entry of pests and the prevention of their establishment and multiplication.

Pest-free status can be achieved through the practical implementation of these two concepts.

In order to ensure effective defense and cost-effectiveness, NNABIZO Kft acts in accordance with the following professional conditions:

- determination of the species and lifestyle of the pest
- Carrying out a preliminary inspection, during which we will find out:
  - with the help of the floor plan, about the peculiarities of the area to be treated
  - the nature, extent and extent of the damage
  - on the presence of pest foci
  - local conditions

- the date of execution of the work
- precautions to be observed
- defining the purpose of defense
  - complete destruction
  - discharge, maintenance of exemption
  - keeping below the hazard threshold
- selection of effective methods and pesticides
  - extermination → chemical methods
  - prevention → mechanical - physical and biological - physiological methods
- area survey
  - calculated in  $m^3$  → during gasification, cold mist formation
  - calculated in  $m^2$  → when dusting, spraying, placing poisoned baits
- professional implementation of selected methods
- verification of the achieved result by measurements
  - cockroach trap - when cockroach clearance
  - pheromone / adhesive trap for food pests
  - measuring cube, test feeding, foot, tailprint monitoring
- maintaining the result achieved

### **Rodent (mouse, rat) eradication plan:**

In order to prevent this, we make professional suggestions to the customer. These include:

- intrusion prevention
  - correction of technical deficiencies
  - closing sewers with a suitable grid

- replacement of doors and windows, repair and closing of broken cellar windows
- repair of door sills
- tinplate covering of the lower part of the doors up to a height of 10-15 cm
- withdrawal of food
  - regular collection of garbage, waste, food scraps and storage inaccessible to rodents
  - regular cleaning
  - elimination of nesting and hiding places
    - removal of slag, debris, wood building materials around buildings

After consulting the customer with the above, the employees of NNABIZO Kft. Will start the rodent control works. In the given customer area, we place numbered rodenticide fittings in accordance with the standard - lockable, with a warning label, with the approved pesticides, in the knowledge of the local conditions.

Practical rodent control is done almost exclusively by chemical methods.

### **Eradication process:**

In the area reviewed during the preliminary inspection, I determine the vicinity of rodents. The method I use is the use of single and multiple anticoagulants.

### **Anticoagulants**

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Use: only in lockable plastic crates with a warning label. A warning sign must be placed above the box, which includes the name of the person carrying out the destruction, the pesticide used, the name of the antidote, the time of destruction and the serial number of the box. The exact location of the boxes placed must be marked on a scale map.

In the feeding boxes, the bait should be replenished continuously (every 3-7 days) for as long as we experience consumption. After cessation of consumption, the pest-free area agent checks the sand in the crates weekly for signs of pest. In the event of a trace of the presence of a pest, it shall notify the contractor, who shall place fresh bait.

The plastic feeding boxes can be locked with a key and are divided into two areas, in one part sand is placed, on which the appearance of rodents can be constantly monitored, and in the other part, even the pesticide is placed. Feeding crates are always placed next to a wall, with rodents entering and leaving the opening from the wall.

We mark the exact location and number of the fittings on the map / floor plan received from the customer or made by us, thus significantly facilitating our subsequent work.

We carry out the replacement of the rodenticide with the regularity specified in the contract (quarterly, semi-annually, seasonally).

We undertake the guarantee as proof of the efficiency of our work.



After the completion of the work, we will issue a report, one copy of which will be given to the Customer, the other copy will be placed in the archives of NNABIZO Kft.

The minutes include the following:

- the name of the treated area
- treated area address
- the dose of pesticide used
- the active ingredient of the pesticide used
- the antidote to be used in case of possible poisoning
- the measure applied
- the rate of consumption
- the date of eradication
- the signature of the person responsible for the eradication
- the signature of the customer
- After confirming the Minutes, we will write the invoice, which will be paid by the customer.

### **Obligations of the customer:**

- must ensure the conditions for the commencement and continuous performance of extermination and protection tasks during working hours
- the customer inspects the placed feeding boxes on a weekly basis, if he detects a trace of the presence of a rodent, the extermination is carried out by NNABIZO Kft.

Our primary goal is to reduce the number of rodents below the tolerability threshold.

### **Obligations of NNABIZO Kft .:**

1. professional performance of the relevant work at the place and time specified by the customer
2. 1 copy of the worksheet certified by the head of the unit on the performance of the service must be attached to the invoice
3. the "Register" for the eradication, registration and control of rodents records the date of eradication and control, as well as changes in the condition of the feeding boxes and the time of refilling.

### **WRITING WORK PLAN**

The methods of extermination of mice (in warehouses, storerooms, possibly changing rooms) occurring in the customer's territory are very similar to rat extermination, but in practice they differ from it. Prevention of colonization and proliferation of mice can be achieved by mechanical and physiological methods.

These include preventing intrusion, clogging mouse holes, and eliminating nesting and hiding places.

Trapping is suitable for their destruction. It can be done continuously, it is important to operate as many traps as possible and place the traps

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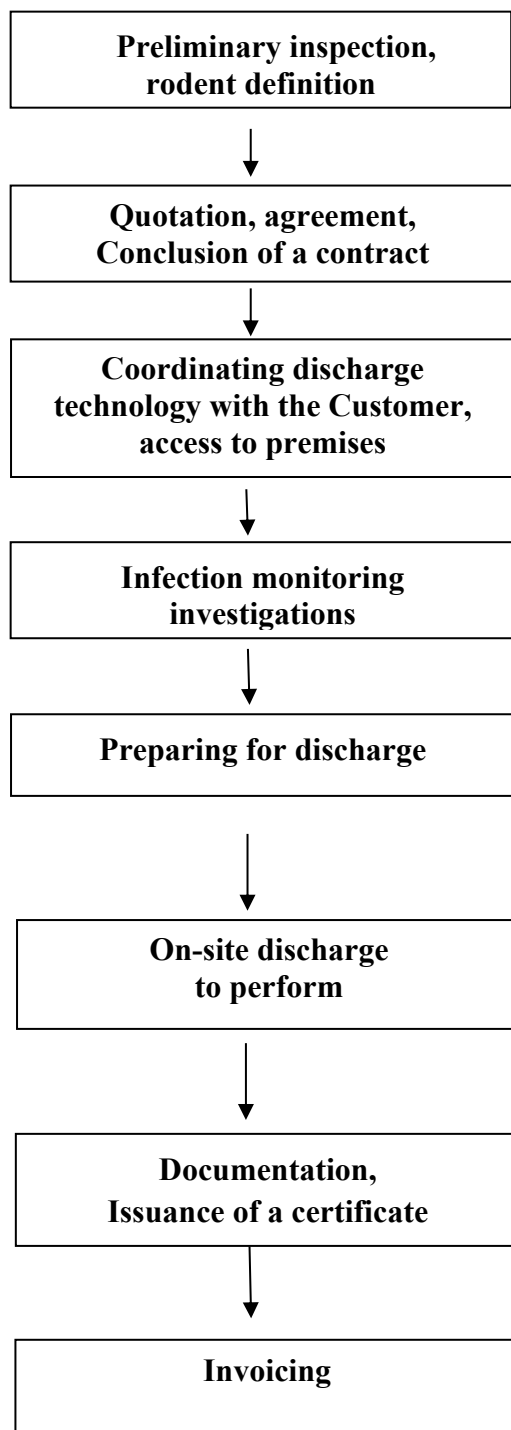
between the nesting site and the feeding site. Trapped in walnuts, hazelnuts, Neapolitan, toasted bacon, cheese, biscuits. In the case of bait extermination, we use special, assembled, special mouse boxes labeled “caution rodenticide” that comply with the regulations. The baits to be used are listed in the previous points.

Apply them with a continuous (saturation) placement, in which case a larger amount of bait is placed in the boxes and consumption is checked at least every seven days. Until consumption ceases, place fresh bait in the boxes.

The bait extermination is applied according to the degree of infestation with rhythmic (pulsating) placement, in the repeated case we put smaller amounts of bait in the boxes and check the consumption every 3-7 days and if there is consumption we put fresh bait in the box.

Room gasification can only be considered in an empty warehouse.

## THE PROCESS OF RODENT WRITING



## WORKFLOWS

### Service process for GASIFICATION tasks

There are several ways to kill animal pests that have settled and multiplied in different crops. If, for various reasons, extermination of pests is not possible with either process, gassing is the only sure solution. By gassing, all animal pests in the crop or locality and, depending on the drug, all their developmental forms are destroyed. In the event that farms transport crops, the authorities will find a pest in the crop to be transported and will not allow the crop to be transported. In this case, they are invited NNABIZO Kft. **Managing Director** to perform gasification.

#### 1. Preliminary site visit:

The medical gas master of NNABIZO Kft. Clarifies from a professional and safety point of view:

- the species and location of the pest
- the extent of the infection and the conditions under which it occurred
- justification for gasification
- local conditions
- the conditions of insulation
- ventilation options
- the size of the air space to be gassed
- the amount of gasifier and the exposure time
- the technical deficiencies, the person responsible for correcting them and the deadline
- the need for materials, tools, labor
- precautions to be observed
- date of gasification
- the return of the gas space to use, the expected date of use of the treated crop

- the cost of gasification.

In order to be effective, NNABIZO Kft. Traverses the entire work area, acquires local knowledge, performs the necessary calculations, and checks the available data.

In order to work safely, the medical gas master checks:

- insulation - condition of floor, slab, boundary walls, gas permeability; lockability of doors and windows
- temporary storage / storage options for the gasifier
- safety options for the gasified area and the vulnerable external environment, ie the protection zone
- fire safety regulations.

## **2. Perform calculations:**

- on the basis of a blueprint - calculation of volume - it is necessary to pay attention to whether there is a possible division of space or not
- selection of gasifier - care must be taken to select the appropriate gas concentration. Factors influencing gas concentration:
  - pest species
  - exposure time
  - temperature
  - factors reducing gas concentration: wall permeability, cover sheet permeability.

## **3. Provision of materials / tools:**

NNABIZO Ltd. provides:

- materials directly required for gasification
  - gasifier
  - materials required for gas generation / disposal

- tracer gas
- opening device
- insulating materials: kraft paper, rye flour, water,
- tools
- safety equipment:
  - gas mask
  - suitable filter inserts
  - gas trace indicator
  - warning labels
- other aids
  - ladder
  - padlock, chain
  - flashlight.

#### **4. Preliminary security measures:**

- we warn the gas room operator:
  - precautions to be observed
  - non-gaseous substances and organisms in the gas space (pets)
  - handing over all the keys to the gas master
  - the expected date and conditions for the return of the gasified area to use

In addition, we provide the gas room operator with the name, address, and telephone number of the medical gas master.

The above is included in the "Gasification Work Certificate" form.

#### **5. Delivery and storage of materials / tools on site:**

NNABIZO Kft. Carries out on-site transportation with a light truck designed for this purpose. They ensure that hazardous materials are properly stored on the vehicle. Gasification is stored by the Ltd. in the storage room designed for this purpose, which is brought to the site

by its suppliers. Before leaving the site, the designated person shall check that the cover foil, necessary equipment, probes, protective equipment, forms, warning labels are also ready for delivery.

The necessary on-site storage is carried out safely by our company in a lockable, ventilated place.

## **6. Gas space preparation - insulation** (always from the outside)

## **7. Safety measures before gasification:**

- first-aid equipment must be in a place known to all and ready for use
- the Company's gas master must personally make sure of perfect insulation
- removal of endangered materials and articles
- on the removal of unauthorized persons, farm and domestic animals
- the evacuation position of the rooms adjacent to the gas space and the open position of the doors and windows
- on the display of warning labels.

About the presence and testing of personal protective equipment.

## **8. Gas injection / generation:**

The specialists of NNABIZO Kft. And the trained workers delivered depending on the crop quantity - who receive the short occupational safety training - will pick up the necessary protective equipment.

In the case of cover crop disinfection in a flat container, the gasification is started from the farthest point, a film width (12 m) is punctured at the same time. Determine the amount of balls to be inserted into the needle at one time. After the introduction of the ball, cover the crop.

The edges of the film are fixed with difficulty and the gasification of the other strips is continued in a similar manner.

## **9. Safety measures during gasification:**

After gas injection / development, the gas master is obliged to:

- closing and insulating the gasified space door
- detect any gas leaks with a gas tracer, eliminate them immediately
- keeping unauthorized persons away
- must remain on site for at least one hour after the start of the operation

After insulating the gas space, remove the protective equipment and, according to local possibilities, carry out the necessary cleaning.

## **10. Ventilation:**

We divide it into two parts:

- for main ventilation - one hour after opening
- post-ventilation - at least 48 hours

## **11. Safety measures during ventilation:**

A gas mask and a suitable filter insert are required.

## **12. Degassing - disposal of hazardous waste:**

This process can take place:

- chemical method
- by incineration
- with gas release.

## **13. Check the result:**

NNABIZO Kft. Performs the inspection by instrumental measurement, sampling, examination of the found pest, examination of the death of test insects.

**14. Precautions before handing over the gas space - gas trace detection**

**15. Transfer of gas space / gaseous material:**

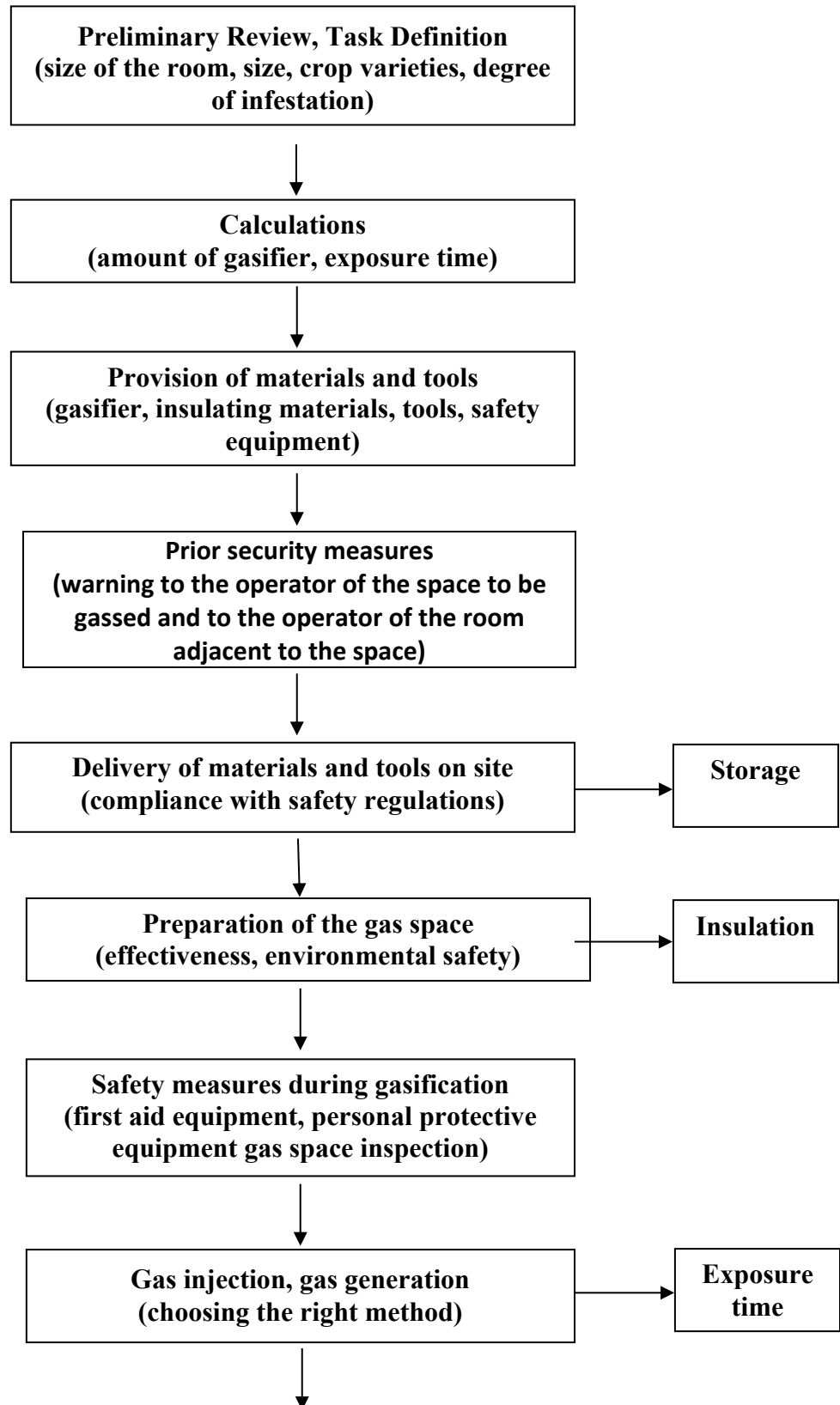
In the practice of our company, this is done by issuing the gasification protocol.

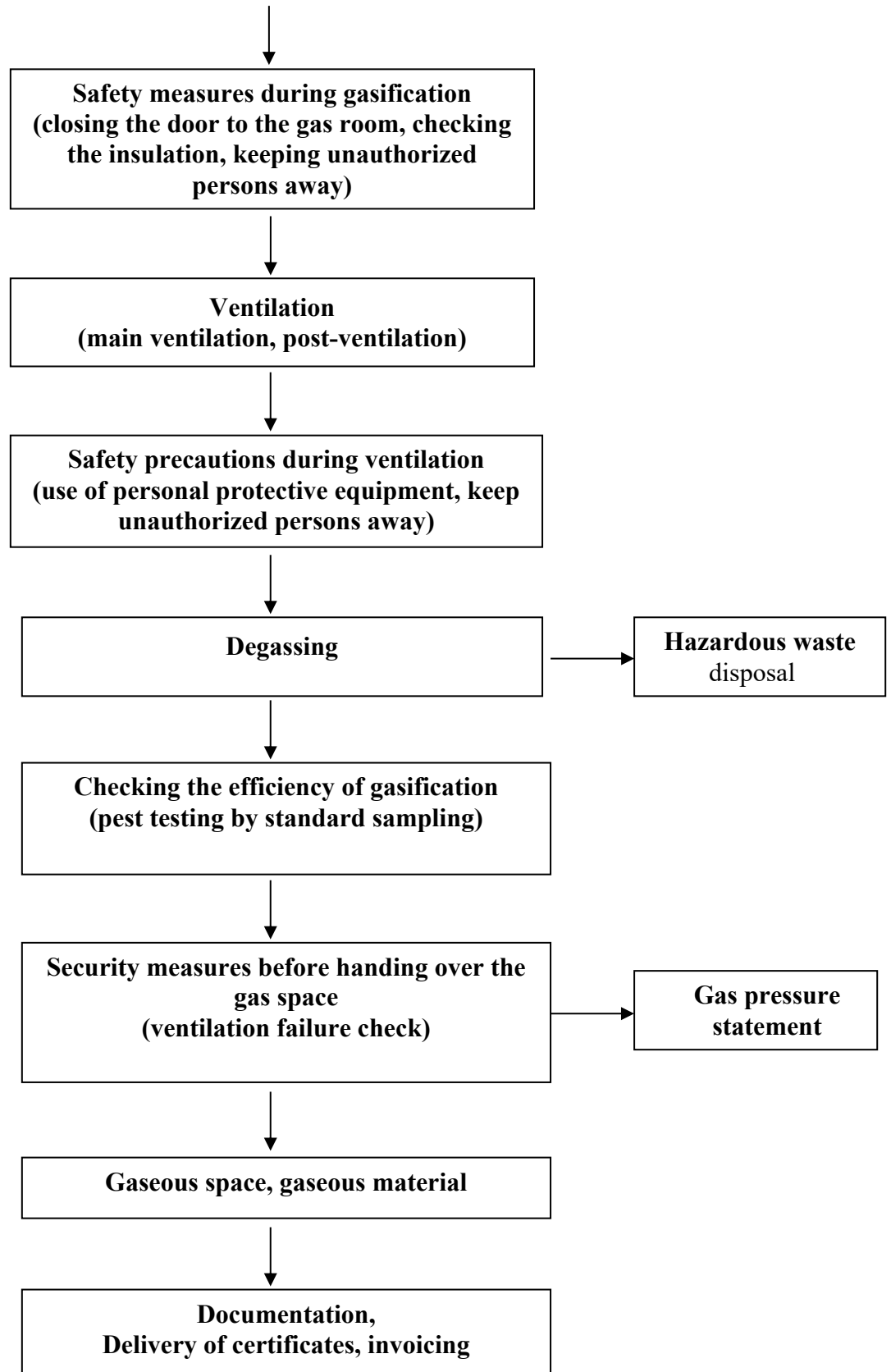
The gasification protocol includes:

- the details of the customer
- the name and address of the gasified area
- the name and quantity of the substance treated
- the species of pest
- the name and quantity of the gasifier used
- the size of the airspace
- the exposure time
- the customer's obligations and subsequent actions
- how to dispose of hazardous waste
- the signature of the medical gas master and the customer

## PROCESS OF GASIFICATION TASKS

Order





## **Service procedure for the insect control process**

Insects and other arthropods that transmit infectious diseases or are otherwise harmful to health must be prevented from settling and multiplying, preventing their damage, keeping them away, regularly eradicating them, ie controlling them.

**At least 2 times a year, the Ltd. performs preventive extermination in the following places.**

- against cockroaches
  - a. health, child protection and educational institutions
  - b. places for the production, handling, storage, transport and distribution of food and beverages (plants, shops, warehouses)
  - c. markets and market halls
  - d. catering and catering units
  - e. mass accommodation

**In the general aspects of defense, I consider the following**

- knowledge of pest species and lifestyle

Knowledge of the pest lifestyle essential for eradication

- carrying out a preliminary inspection
  - specifics of the area to be treated
  - extent and extent of damage
  - where the pest got in
  - sites of pest foci
  - degree of infection by measurement methods (trapping, trial feeding),

Customer responsibilities:

- cleaning
- elimination of technical deficiencies
- providing access to premises for the exterminator.

**Concluding a business contract**

In the case of insect control, the contracts are continuous, which the Ltd. concludes with the units after the introduction of the HACCP food safety system after the publication of the BIOCID decree.

In the case of a new partner, during the preliminary inspection, we discuss the points of the contract and sign the agreement, which sets out the work to be done, the contractor fee and the payment deadline, as well as the date of the eradication.

## **Extermination process**

The following eradication methods are known against hidden lifestyle insects:

- spraying: a process for establishing a permanent poison field. A method for destroying both already multiplied and introduced insects. Effective for a long time.
- Cold fog formation: special machine and requires.
- ULV. procedure: you have special machine and need.
- smoke generation: an additional process after a poison field established by spraying
- surface treatment aerosol (bottle spray) is a method suitable for personal protection
- dusting: a method suitable for personal protection
- gel: a method used by a professional to maintain immunity
- baits: a method suitable for individual protection, effective only for a short time
- cockroach expelling aerosol: a method for detecting infection
- cockroach trap: a method suitable for measuring infestation and individual control.

Methods used by the specialist: spraying, gelling and cockroach trapping to measure infestation. Upon arrival at the extermination

area, the technician picks up the protective equipment, prepares the exterminator specified during the preliminary inspection, and prepares a stock solution as specified in the permit documents.

Fill the spray tank with water to 1/3, then add the stock solution and fill with water. I mix the spray and start spraying.

In the case of hidden insects, gelling and / or spraying shall take place in the following places:

- electrical wires on coatings (gelling),
- in water blocks (spraying),
- at the corners of paneling, (spraying),
- in cracks, cracks, (spraying),
- around landfills (spraying),

The total area sprayed is 30-50% of the floor area. After spraying, the Contractor shall wash and return the sprayer to the transport vehicle, remove the protective equipment and pack it professionally. It informs the Ltd., the customer, about its tasks.

During the information, he prepares the necessary documentation. On a scale map, I mark the exact location of the spray, usually with yellow felt.

The specialist shall issue the Minutes, which shall include the following:

- the name of the pesticide used
- the dose of pesticide used
- active substance used
- the size of the treated area
- antidote for possible poisoning
- date of eradication.

After confirming the certificate, the Managing Director of NNABIZO Kft. Prepares the invoice, which is settled by the customer.

## Things to do after eradication

During the administration, the Managing Director of the Ltd. informs the customer about his duties:

- During the clean-ups, about collecting the dead insects and then destroying them after the death, even by burning.
- On the placement and weekly inspection of the insect traps I left there after the end of the insect infection.

If an insect is detected, the Managing Director of the Ltd. applies a method appropriate to the infection (gelling, renovation of the poison field) and draws the customer's attention to the continuous cleaning of the premises to keep them clean.

## INSECT PROCESS

