

PANTONELLI KFT.
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Operating and Management Procedures

Pantonelli Kft. (hereinafter: service provider) carries out its activities as a family business, with a small team and in all cases without subcontractors, with personal presence. The Head of Fumigation is an active employee in the company. In accordance with Gafta's recommendations, it reviews its activities every year in the form of a **management review** - the process of which is regulated by a separate document.

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Mr. Zoltán Nábrádi (Head of Fumigation)

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Chapter 1

Introduction

1. The process of maintaining contact with the customer

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

- providing information about our services and products for the sake of the service process (inquiries, orders, conclusion of contracts and management of modifications)
- fulfillment and execution of the ordered services
- handling customer comments and complaints
- to assess our customers' satisfaction with our services

2. The procurement process

In order to provide our services only according to the preliminary needs, we have defined the tasks detailed below.

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Tasks:

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

When using the products and services that fundamentally determine the quality of the services we provide, we primarily rely on our strategic partners. Prior experience is taken into account for the list of suppliers of materials (chemicals and others), service providers and repairers.

New suppliers are evaluated based on preliminary information and their first performance.

In general, we select and evaluate suppliers based on their ability to meet our prescribed requirements, including quality requirements. Aspects taken into account during selection and qualification:

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

3. General aspects of pest control

Defense is basically based on two concepts:

Extermination– the destruction of the pest. Where rodents have already settled, the primary goal is to reduce their number below the tolerable threshold level. This is followed by complete extermination. In order to avoid re-infection, regular inspection and pesticide replacement.

Prevention- preventing pests from re-entering and preventing their establishment and reproduction.

A pest-free state can be achieved through the practical implementation of these two concepts.

In order to ensure effective protection and cost-effectiveness, the service provider acts according to the following professional conditions:

- determining the species and lifestyle of the pest
- carrying out a preliminary inspection, during which we find out:
 - with the help of the floor plan, about the characteristics of the area to be treated
 - on the nature, extent and scope of the damage
 - about the location of pest foci
 - about local features

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- on the date of execution of the work
- about kindergarten rules to be followed
- defining the purpose of defense
 - complete destruction
 - exemption, maintenance of exemption
 - keeping below the danger threshold level
- selection of effective methods and pesticides
 - extermination → chemical methods
 - prevention → mechanical - physical and biological - physiological methods
- area survey
 - calculated in m^3 → during fumigation, when forming cold mist
 - calculated in m^2 → when dusting, spraying, when placing poisoned baits
- professional implementation of the selected methods
- checking the achieved result with measurements
 - cockroach trap - when removing cockroaches
 - pheromone/glue trap - food - for pests
 - measuring cube, trial feeding, foot and tail track monitoring
- maintaining the achieved result

Chapter 2

Rodent Control

Rodent (mouse, rat) clearance plan

In order to prevent this, we make professional recommendations to the customer. They are:

- prevent penetration
 - rectification of technical deficiencies
 - sealing of sewer manholes with a suitable grid
 - replacement of doors and windows, repair and closing of broken basement windows
 - repairing door thresholds
 - covering the lower part of doors with tin plates up to a height of 10-15 cm
- food deprivation
 - regular collection of garbage, waste, and leftover food and storage in a manner inaccessible to rodents
 - regular cleaning

- elimination of nesting and hiding places
 - removal of litter, debris, and wood construction material found around the buildings

After discussing the above with the customer, the staff of the service provider will start the rodent eradication work. In the given client's area, knowing the regional features, we will place numbered rodent exterminators that comply with the standard - lockable, with a warning sign, and the approved exterminators.

Practical rodent extermination is done almost exclusively by chemical methods.

The process of rodent control

During the preliminary inspection, I determine the vicinity of rodent breeding sites in the area reviewed. The method I use is the use of single and multiple anticoagulants.

Anticoagulants

Use: only in lockable plastic boxes with a warning label. A warning sign must be placed above the crate, which includes the name of the exterminator, the exterminator used, the name of the antidote, the time of extermination and the serial number of the crate. The exact location of the placed crates must be marked on a scaled map.

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The bait in the feeding boxes must be constantly replaced (every 3-7 days) as long as consumption is observed. After the end of consumption, the representative of the pest-free area checks the sand in the crates every week to see if any signs of pests have been detected. In case of signs of the presence of the pest, he notifies the contractor, who puts out fresh baits.

The plastic feeding boxes can be locked with a key and are divided into two areas, in one part we place sand, on which you can constantly monitor the appearance of rodents, and in the other part we place the exterminator. Feeder boxes should always be placed next to a wall, on the side of the wall where rodent baits enter and exit.

We mark the exact location and number of fittings on the map/floor plan received from the customer or prepared by us, thereby making our subsequent work significantly easier.

We replace the rodenticide with the regularity specified in the contract (quarterly, semiannually, seasonally).

We offer a guarantee as proof of the effectiveness of our work. After the completion of the work, we issue a protocol, one copy of which is given to the Customer, and the other copy goes to the service provider's archive.

The protocol includes the following:

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- the name of the treated area
- address of treated area
- the dose of the pesticide used
- the active ingredient of the pesticide used
- antidote to be used in case of possible poisoning
- the measure used
- the level of consumption
- the date of eradication
- the signature of the person responsible for the removal
- the customer's signature
- After signing the Protocol, we will write the invoice, which will be settled by the customer.

Obligations of the customer:

- is obliged to ensure the conditions for the start and continuous completion of extermination and protection tasks during working hours
- the customer checks the placed feeding boxes weekly, if signs of rodents are detected, the service provider will carry out the extermination within 48 hours upon notification, and continuously replace the baits as long as signs of rodents are detected.

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

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Obligations of the service provider:

1. professional performance of the work in accordance with the subject at the place and time specified by the customer
2. 1 copy of the worksheet signed by the head of the unit on the performance of the service must be attached to the invoice
3. in the "Registry" for the extermination, registration and control of rodents, we record the date of extermination and control, as well as changes in the condition of the placed feeding boxes and the time of refills.

MOUSE ELIMINATION WORK PLAN

The method of exterminating mice on the customer's premises (in warehouses, storage rooms, possibly changing rooms) is very similar to rat extermination, but in practice it differs from it. Prevention of the establishment and proliferation of mice can be achieved by mechanical and physiological methods.

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

Trapping is suitable for their extermination. It can be done continuously, it is important to operate as many traps as possible and place the traps between the nesting place and the feeding place. The trap includes walnuts, hazelnuts, Neapolitan, toasted bacon skin, cheese, crackers. In the case of extermination with bait, we use

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special, numbered, collapsible mouse boxes with the inscription "caution rodenticide" in accordance with the regulations. Baits to be used are listed in the previous points.

We use these with continuous (saturation) placement, in which case we put larger quantities of bait in the boxes and check the consumption at least every seven days. As long as consumption does not stop, always place fresh bait in the boxes.

We also use bait control with rhythmic (pulsing) placement according to the degree of infestation, in repeated cases 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 fumigation can only be considered in an empty warehouse.

THE PROCESS OF RUMINATION - SUMMARY

1. Preliminary review, rodent definition
2. Price offer, agreement, conclusion of contract
3. Evacuation technology, coordination of access to localities
4. Infection monitoring studies
5. Preparation for discharge
6. On-site discharge
7. Issuance of documentation and certificate
8. Invoicing

Chapter 3

Fumigation

Service process for crop fumigation

There are several ways to destroy animal pests that have settled and multiplied in different crops. If, for various reasons, the destruction of pests is not possible with any of the procedures, then the only sure solution is fumigation. With fumigation, all animal pests in the crop and in the locality and, depending on the agent, all their developmental forms are destroyed. In the event that the agricultural farms were to transport crops, the authorities would not allow the transport of the crops if they found pests in the crops to be transported. In this case, you will be asked the service provider **its manager** to carry out fumigation.

1. Preliminary site inspection:

The service provider's sanitary fumigator clarifies from a professional and safety point of view:

- the species and location of the pest
- the degree of infection and the circumstances of its origin
- justification of fumigation
- the local conditions

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- insulation conditions
- ventilation options
- the size of the air space to be fumigated
- the amount and duration of action of the fumigant
- the technical deficiencies, the person responsible for their correction and the deadline
- the need for materials, tools, and labor
- rules of care to be observed
- date of fumigation
- the return of the gas field to use, the expected date of use of the treated crop
- the cost of fumigation.

In order to be effective, the service provider visits the entire work area, acquires local knowledge, performs the necessary calculations, and checks the available data.

In order to work safely, the sanitary fumigator checks:

- insulation - condition of floor, slab, boundary walls, gas permeability; lockability of doors and windows
- the possibilities of temporary placement / storage of the fumigant
- the safety technical options for the fumigated area and the endangered external environment, i.e. the protective zone
- fire protection regulations.

2. Perform calculations:

- based on the plan - volume calculation - attention must be paid to whether or not there is a division of space
- selection of fumigation agent - care must be taken to select the appropriate gas concentration. Factors affecting gas concentration:

- pest species
- exposure time
- temperature
- factors reducing gas concentration: permeability of walls, permeability of cover plate.

3. Provision of materials/tools:

The service provider provides:

- materials directly required for fumigation
 - fumigant
 - materials required for gas development / disposal
 - tracer gas
 - opening device
- insulating materials: soda paper, rye flour, water,
- tools
- safety equipment:
 - gas mask
 - suitable filter inserts
 - gas tracer
 - warning labels
- other aids
 - ladder
 - padlock, chain
 - flashlight.

4. Preliminary safety measures:

- we warn the operator of the gas field:

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- about kindergarten rules to be followed
- materials and organisms in the gas space that are not fumigated (pets) for removal
- about handing over all the keys to the fumigator
- on the expected date and conditions for returning the fumigated area to use

Furthermore, we provide the operator of the gas space with the name, address and telephone number of the sanitary fumigator.

The above is contained in the "Fumigation Work Certificate" form.

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

The service provider carries out transport to the location with the light truck designed for this purpose. They ensure the professional placement of hazardous materials on the vehicle. The service provider stores the fumigant in the storage room designed for this purpose, which is brought to the site by its suppliers. Before leaving the site, the designated person checks that the cover film, necessary tools, probes, are protective equipment, forms, and warning signs ready for delivery. Our company carries out on-site storage as needed, in a lockable, ventilated place, safely.

6. Gas space preparation - insulation(always done externally)

7. Safety measures before fumigation:

- first aid equipment, in a place known to everyone, must be ready for use

- the company's fumigator must personally ensure perfect insulation
 - on the removal of hazardous materials and objects
 - on the removal of unauthorized persons, farm animals and domestic animals
 - about the evacuated position of the rooms adjacent to the gas chamber and the open condition of the doors and windows
 - on posting warning labels
 - about the existence of personal protective equipment and their testing

8. Gas injection/gas development:

The specialists of the service provider and the trained workers sent there depending on the amount of crops - who receive the short occupational safety training - put on the necessary protective equipment.

When disinfecting crops with a cover sheet in a flat storage, we start the fumigation from the farthest point, piercing and draining one film width (12 m) at a time. We determine the amount of balls to be inserted into the pin at the same time. After introducing the ball, we cover the crop. We fasten the edges of the foil with difficulty and continue fumigation the other strips using a similar method.

9. Safety measures during fumigation:

After gas injection/gas development, the duty of the fumigator is to:

- closing and insulating the door of the fumigated space
- detect possible gas leakage with a gas trace indicator device and eliminate it immediately

- keeping unauthorized persons away
- must remain at the site for at least one hour after the start of the operation

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

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:

You need a gas mask and a suitable filter insert.

12. Defumigation - hazardous waste disposal:

This process can happen:

- by chemical method
- by burning
- with gas release.

13. Check the result:

The service provider carries out the inspection by means of instrumental measurements, sampling, examination of the pest that can be found, and examination of the death of test insects.

14. Safety measures before handing over the gas space - gas trace detection

15. Transfer of the gas space/fumigated material:

In our company's practice, this is done by issuing the fumigation protocol.

The fumigation protocol includes:

- the customer's data
- the name and address of the fumigated area
- the name and quantity of treated material
- the species of the pest
- the name and quantity of the fumigant used
- the size of the airspace
- the exposure time
- the customer's obligations and subsequent actions
- method of disposal of hazardous waste
- the signature of the sanitary fumigator and the customer

PROCESS OF FUMIGATION TASKS - summary

1. Order
2. Preliminary inspection, definition of the task (size, size of the premises, types of crops, level of infection)
3. Calculations (amount of fumigant, exposure time)
4. Provision of materials and tools (fumigant, insulating materials, tools, safety equipment)
5. Preliminary safety measures (warning for the operator of the space to be fumigated and the operator of the room adjacent to the space)

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6. Delivery of materials and equipment to the site (compliance with safety regulations)→ Storage
7. Preparation of the gas space (efficiency, environmental safety)→ Insulation
8. Safety measures during fumigation (first aid equipment, checking of personal protective equipment in the gas space)
9. Gas injection, gas development (choosing the appropriate method)→ Exposure time
10. Safety measures during fumigation (closing the door leading to the gas chamber, checking insulation, keeping unauthorized persons away)
11. Ventilation (main ventilation, secondary ventilation)
12. Safety measures during ventilation (use of personal protective equipment, keeping unauthorized persons away)
13. Defumigation→ Hazardous waste disposal
14. Checking the efficiency of fumigation (testing pests with standard sampling)
15. Safety measures before handing over the gas space (checking ineffectiveness of ventilation)→ Gas footprint statement
16. Fumigated space, fumigated substance
17. Documentation, transfer of certificates, invoicing

Chapter 4

Insect Control

Service procedure for the process of insect control

It is necessary to prevent the establishment and reproduction of insects and other arthropods that spread infectious diseases or are harmful to health in other respects, prevent their harm, keep them away, and regularly exterminate them, that is, protect against them.

At least 2 times a year, the service provider carries out 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 fairs
 - d. catering and catering units
 - e. mass accommodation

For the general aspects of the defense, I take the following into account

- knowledge of the pest's species and lifestyle
- Knowledge of the pest's lifestyle is essential for extermination
- perform a preliminary inspection
 - characteristics of the area to be treated
 - extent and extent of damage
 - where did the pest get in
 - locations of pest outbreaks
 - degree of infection with measurement methods (trapping, trial feeding),
- Responsibilities of the customer:
- cleaning
 - elimination of technical deficiencies
 - providing access to premises for the person carrying out extermination.

Entering into a business contract

Contracts for extermination are continuous. In the case of a new partner, during the preliminary inspection, we discuss the points of the contract and sign the agreement, in which we record the work to be performed, as well as the contractor's fee and the payment deadline, as well as determine the date of the extermination.

Eradication process

The following extermination methods are known against insects with a hidden lifestyle:

- spraying: a procedure for establishing a permanent toxic field. Both the method for destroying already multiplied and imported insects. Effective for a long time.
- Cold fog formation: it requires a special machine and equipment.
- ULV. procedure: requires a special machine and equipment.
- smoke formation: additional procedure after a toxic field created by spraying
- surface treatment aerosol (bottle spray) is a suitable method for personal protection
- dusting: a method suitable for individual protection
- gel: a method also used by professionals to maintain immunity
- decoys: a method suitable for individual protection, only effective for a short time
- cockroach repellent aerosol: a suitable method for determining infestation
- cockroach trap: a method suitable for measuring infestation and individual extermination.

The methods used by the specialist are: spraying, gelling and a cockroach trap to measure infestation. Arriving at the extermination area, the specialist puts on the protective equipment, prepares the exterminator specified during the preliminary inspection, and prepares a stock solution as stated in the permit documents.

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

In the case of insects with a hidden lifestyle, gelling and/or spraying takes place in the following places:

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- electric wires on casings (gelling),
- in water blocks (spraying),
- at the corners of wainscoting, (spraying),
- in gaps, cracks, (spraying),
- around garbage dumps (spraying),

The total sprayed area is 30-50% of the base area. After spraying, the Contractor washes and then places the sprayer back on the transport vehicle, removes the protective equipment and packs it professionally. The service provider informs the customer about his tasks.

During the information, he prepares the necessary documentation. I usually mark the exact location of spraying on a dimensional map with a yellow felt-tip pen.

The specialist issues the Protocol, which contains the following:

- the name of the pesticide used
- dose of pesticide used
- active ingredient used
- the size of the treated area
- antidote to be used in case of possible poisoning
- date of extermination.

After signing the certificate, the service provider's manager prepares the invoice, which is settled by the customer.

Actions after extermination

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During administration, the manager of the service provider informs the customer about his duties:

- Collecting the dead insects during the cleanings, and then destroying them, even by incineration, after the death has stopped.
- After the insect infestation has stopped, about the placement and weekly inspection of the insect traps I left there.

If an insect is detected, they are notified, the service provider's manager applies a method appropriate to the infestation (gelling, renovation of the poison field), and draws the customer's attention to the continuous cleaning of the premises to keep them clean.

THE PROCESS OF INSECT ELIMINATION - summary

1. Order
2. Preliminary inspection, pest determination
3. Making an offer
4. Contract conclusion
5. Infection monitoring study
6. Coordination of discharge with the Customer
7. Preparation for discharge (from stock / material procurement)
8. Carrying out the exemption on site (Technical definitions)
9. Maintaining (checking) the exemption
10. Issuance of documentation and certificate
11. Invoicing