



McCLOUD SERVICES

PEST MANAGEMENT FOR LEED CERTIFIED BUILDINGS

McCloud Services' pest management program for LEED certified facilities relies on prevention as the primary means of dealing with pests. Non-chemical control tools fit well with pest prevention strategies and lend themselves perfectly to Leadership in Energy and Environmental Design (LEED) certified facilities. All quality standards and service guidelines in McCloud's program apply to LEED certified facilities. The purpose of this document is to provide additional direction, clarification, and documentation tools for ensuring service excellence in LEED certified facilities.

McCloud Services' service approach supports the following LEED credit categories:

1. Indoor Environmental Quality. EQ Credit 3.9: Green Cleaning: Indoor Pest Management
2. Sustainable Sites. SS Credit 3: Integrated Pest Management, Erosion Control, and Landscape Management Plan (This category refers to outdoor integrated pest management that must be combined with indoor pest management programs. Since McCloud's structural pest services protect the immediate exterior of the building, this program has been designed to comply with SS Credit 3.)

LEED PEST MANAGEMENT PROCESS

Inspection & Identification

The first step in developing the program is a detailed site survey to determine the pest pressures and conditions conducive to pest development and entry. McCloud Services will develop a program which identifies and focuses on the reduction of pest survival requirements, including food, water, and shelter. Our inspection will also concentrate on identifying routes of pest entry and provide potential remedies. Inspections are done on a continuous basis to monitor and update the program as conditions change.

Custom Program Analysis and Determination

Non-chemical strategies to prevent and mitigate pests will be determined based on the inspection findings. Some non-chemical control strategies may be performed as in-house functions and some will be included under the McCloud contract. All non-chemical roles will be defined in the program documents. In addition to non-chemical strategies, details regarding when chemical intervention is required will be determined and documented with a list of materials to be used. Through ongoing monitoring, inspection, and analysis, periodic improvements will be made to the program.



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Implementation

This program relies on integrated pest management. The types of control tools selected will be based on the inspection and analysis of the building's pest pressures. The most effective programs are those with a multifaceted approach which reduce both biological and chemical hazards.

These include:

- **Sanitation.** Proper sanitation is not only necessary for prevention; it is a primary way to control infestations. The removal of food and water sources stresses populations, reduces survival, and makes other control tools more effective. Research has shown that oil and greases render many insecticides ineffectual.
- **Mechanical Control.** These methods involve the use of traps, barriers (caulks), mechanical exclusion (screens), air currents, and the manipulation of environmental factors like temperature and humidity to control pests.
- **Cultural Control.** Changing people's habits and behaviors can reduce pest infestations. Closing doors and unscreened windows and modifying cleaning schedules to prevent waste accumulations are some examples of cultural control tools.
- **Biological Control.** These methods utilize organisms or their by products to control pests. Examples include parasitic wasps for fly control and bacterial-based products that reduce moist organic debris supporting insect development.
- **Chemical Control.** If necessary, the correct and safe use of pesticides may constitute a portion of our control operations. Materials are selected based on their environmental impact, efficacy, and safety.

Communication

Good communication between the client and service provider is key to the program's success. Written and verbal reports are provided each service. In addition, quarterly and annual assessments and program status reports will be provided. All service reports are recorded electronically using a proprietary data capture system.



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COMMUNICATION PLAN

1. Response Record and Materials Authorization

One of the most critical components in a LEED facility pest program is its documentation. The use of pest control materials must be justified. Therefore, it is imperative IPM principles are followed to ensure compliance with LEED standards and the IPM process is clearly documented.

- The Response Record for LEED Facilities links our service activities and explains the underlying rationale guiding our pest management decisions. This process is supported by our Environmental Responsibility philosophy. By making this important connection, the actions we take are directly tied to the standards by which your facility must abide during the LEED performance period.
- The Materials Authorization Form for LEED Facilities limits materials that may be used during services as supplements to non-toxic and mechanical (IPM) methods, not as a substitute for them. “Least Toxic” materials will be selected that also achieve the objective established in McCloud’s environmental philosophy.

2. Emergency Circumstances

While extremely rare, it is possible an emergency application of materials will be necessary to protect the health and property of building occupants. Emergency applications may involve the use of materials not pre-approved or require deviation from the process outlines in the Response Record for LEED Facilities.

A condition warranting an emergency application includes immediate threat to human health and safety. Examples of pests which might fall under this category include stinging insects and bed bugs. Emergency applications can also be triggered when pre-established pest activity thresholds are exceeded. For some businesses, government or third party inspection groups have circumstances requiring or allowing emergency applications. McCloud Services will work with our clients to identify the circumstances under which emergency applications can be conducted.

3. Leed Universal Notification

A universal notification communication strategy is required for applications of materials other than “least toxic pesticides.” McCloud works closely with clients to ensure building management is aware of and provides approval for the application of any material not listed on the McCloud Materials Authorization Form. This allows building management at least 72 hours to provide “universal notification” to occupants that an application is going to be made as required for LEED credits.



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4. Detailed Service Documentation

As an innovator in providing unparalleled pest management solutions, McCloud utilizes a proprietary data reporting system. As a result, we are able to offer a wide range of options for communication, documentation, and reporting by having the service data available in electronic format.

Available Web Portal Report Information:

- Pest Activity Noted
- Areas treated
- Structural and sanitation conditions
- Material(s) used
- Quantity of material(s) used
- Locations and techniques of applications
- Target pests treated
- Service specialist recommendations
- Scheduled frequency of service
- Time in and time out
- Missing/damaged/replaced equipment

McCloud's web-based system allows designated client representatives to access sanitation, structural, and pest deficiency reports. Deficiencies are conditions contributing to current or possible pest activity. The deficiencies are assigned an owner who is responsible for correcting the issue. The Customer Web Portal also tags deficiencies as either "open," or "closed" upon resolution.

Information such as dates of service, types of pest activity, and deficiencies can be downloaded from the Customer Web Portal. Users can also view trends in pest populations and locations. The secure web portal allows clients to select, view, print, and export the reports.

In addition to McCloud's Customer Web Portal, your service specialist will meet in person with the designated contact before and after each service to review the status of the pest program. The pre-service meeting will focus on the program status since the previous service. The post service meeting will focus on the service specialist's observations, recommendations, and action strategies.



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