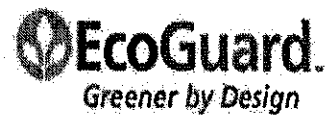
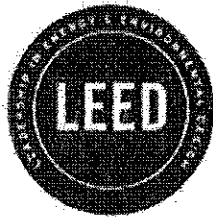


Integrated Pest Program



Prepared for

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303 Colorado Street
Austin, Texas 78701

100% Commercial Portfolio

Versacor Enterprises, LLC is a Texas-based company providing Managed Pest Solutions to commercial and industrial clients throughout Texas and southern Oklahoma. Versacor has grown to become the 5th largest commercial-only pest control company in the United States and was recently recognized as one of the 100 Best Companies to Work for in Texas. Versacor was also recognized in 2018 by *Inc. Magazine* as one of the 5000 fastest-growing private companies in America.

Integrated Pest Management Program



1. Inspection/ Identification

All areas listed within the scope of each service are inspected for pest activity, evidence of activity, harborage areas and potential entry points. Any pests found are identified to ensure the proper treatment approach. The degree of pest activity found is evaluated against the criteria found in the Pest Action Thresholds document to determine the next course of action.

2. Non-pesticidal methods

Techniques such as trapping, physical removal, exclusion, harborage reduction, mechanical and biological controls, sanitation, structural improvements, and other non-pesticidal techniques are used first as a means to eliminate pest activity.

3. Pesticide applications

- a. Pesticide applications for pest activity may be made at the Versacor Service Specialist's discretion using products meeting the Least Toxic definition as indicated on the LEED Compliant Product List.
- b. If it is determined that a pesticide application not meeting the Least Toxic criteria needs to be made, the client representative will be contacted by the Versacor Service Specialist and presented with a completed Pesticide Application Approval Form for review and authorization. The Pesticide Application Approval Form is located in the Versacor Service Logbook. Occupant notification is made at least 24 hours in advance of the application in accordance with the Communication Strategy.

c. Emergency Pesticide Applications

An Emergency Pesticide Application is defined as an application of a pesticide inside the building or on the surrounding grounds being maintained by building management that meets the following criteria:

- i. The application requires the use of a pesticide that does not meet the criteria of Least Toxic.
- ii. The application is deemed necessary because a Pest Action Threshold has been exceeded.

In the event that an Emergency Pesticide Application needs to be made, the client representative will be contacted by the Versacor Service Specialist and presented with a completed Pesticide Application Approval Form for review and authorization. The Pesticide Application Approval Form is located in the Versacor Service Logbook. Universal Notification that the pesticide application has occurred will be made to all potentially affected parties within 24 hours following the application in accordance with the Communication Strategy.

4. Monitoring

Monitoring devices such as rodent bait stations, mechanical catch traps, insect monitors, and insect light traps are monitored for pest activity. Results of these inspections (i.e. activity levels) are recorded on the detailed Service Report located in the Service Logbook.

5. Follow up/ Prevention

Additional services will be performed as specified by Versacor's EcoGuard® Service Protocols until all pest activity has been eliminated. The Versacor Service Specialist will employ corrective measures, such as caulking and sealing, to prevent a reoccurrence and/or make recommendations on the Service Report requesting assistance from the client.

Risk Assessment

The purpose of this risk assessment was to determine the level of protection provided by your current pest program, identify opportunities for improvement, and to determine how much time would be required by our Service Specialists to complete a comprehensive monthly pest service. Specific observations from our inspection include:

- * Inspection of the current Rodent Bait Stations (RBS) showed (5) stations being serviced, with no molded/old bait on the inside. Found (1) station on Loading Dock area that has not been serviced in a really long time, due to where the station is placed and difficulty of service. Other than that, rodent stations looked pretty good.

**Integrated Pest Management
Program Specifications**

for

303 Colorado Street
Austin, Texas 78701**Program Specifications****Service Frequency**

Once per month

Service Program Frequency

Exterior Rodent Program (RBS)

Exterior Occasional Invader Program

Exterior Ant Prevention Program

Interior Crawling Insect Program

Interior Rodent Program

Service Area Specifications

- Exterior Perimeter (including 10 ft perimeter)
- Exterior Rodent Bait Stations (6)
- Loading Dock / Trash Areas
- Interior Common Lobby & Hallways
- Restroom Banks
- Stairwells
- Electrical/Mechanical/Pump Rooms

Pest Service Programs

Crawling Insect Program

Versacor's EcoGuard® Pest Program is designed to maintain a pest-free environment through detailed inspection, elimination by non-pesticidal means, targeted pesticide applications only if necessary, monitoring, and follow-up/preventive actions.

Rodent Program

Our rodent program is designed to protect your facility with two lines of defense: (1) by reducing the rodent population on the exterior of your facility thereby minimizing the risk of entry and (2) by catching and removing any rodents that may find their way inside before they have a chance to breed.

Bait stations are strategically placed around your facility and in areas where rodents are likely to visit, such as the dumpster corral or receiving area. All bait stations are tamper resistant, labeled, numbered and secured with a paver block. Our bait stations are made from 100% recycled plastic and the concrete block is made with "green" cement that meets LEED specifications. Baits are secured inside the station with a plastic rod. Additionally, we inspect all areas of the property for rodent burrows and treat those accordingly. Any potential rodent entries to the building are identified and the appropriate recommendations are made to seal those openings.

The Interior Rodent Program consists of mechanical catch traps placed in areas where rodents are likely to go if they were to enter the facility. These devices contain a glue board that serves to monitor insect activity and make for easy removal of any captured rodents.

Ant Prevention Program

Versacor's ant prevention program is a sophisticated approach to eliminating ants and preventing reoccurrences. Our program is centered on the use of non-repellent materials such as baits and non-repellent liquid residuals. Because ants are social insects, they move through these products and take them back to the nest, effectively eliminating the entire colony.

Occasional Invader Program

Proactive exterior treatments are performed each service where baits are applied along the exterior perimeter of the structure to reduce the population of occasional invader insects that may be present such as crickets, cockroaches, slugs, etc.

Fruit Fly Assistance

We recognize that small filth flies-- particularly fruit flies-- are one of the most significant pest issues in commercial kitchens today. Accordingly, Versacor provides an array of fruit fly solutions to assist you in having a fly-free establishment.

1. Our Service Specialists will identify all potential sources of fruit fly activity and provide those to you in the form of recommendations and corrective actions.
2. During the initial service, we will demonstrate to you and your staff proper cleaning techniques and the use of Versacor's Fruit Fly Defense System, which contains various tools and fly-elimination products such as a microbial foaming agent and Mop 'n Treat. This is a highly effective fruit fly elimination and prevention system when used on a daily basis and is available at an additional cost.

3. Our Service Specialists will eliminate adult flies with an aerosol during our regular service to assist in the overall reduction of fruit flies in your establishment.

Flying Insect Programs

Flying insect programs are designed to control the larger species of flies such as house flies, blow flies, bottle flies, etc. that typically originate outdoors. As part of the regular pest service, your Versacor Service Specialist inspects both the interior and exterior of the facility to find fly breeding areas, locate sources of fly activity, and identify conditions that may be conducive to fly breeding. We are also looking for structural conditions that could allow flies to enter the facility such as cracks, holes, or gaps in the building or negative air pressure within the facility that actually draws flies inside when doors are opened. The following options for controlling flying insects are not part of the pest service and are available at an additional cost.

1. **Insect Light Traps.** Insect Light Traps (ILTs) are installed in strategic locations inside your facility to capture flies that have made their way inside. ILTs also allow us to monitor fly activity which aids in identifying the source. Although there are many different brands and designs of insect light traps on the market today, Versacor uses only those units that are proven to be the most effective.
2. **Fly Spot Bait.** Fly spot bait can be applied to both the interior and/or exterior of your facility. This product dries to a thin, invisible coating that is extremely attractive to large flies and with regular applications, quickly reduces the population of adult flies.
3. **Exterior Fly Baiting.** Granular fly bait is applied to exterior areas where flies are known to congregate and breed, such as the dumpster corral. Bait can also be housed in fly bait stations that will protect it from the weather and provide a longer lasting supply of bait.
4. **Exclusion.** All areas where flies may be entering the structure are identified. Recommendations will be made to proof these areas by installing screens, door sweeps, astragal seals, air curtains, etc.
5. **Other Options.** A variety of other treatment methods are available such as exterior liquid residual applications, interior residual wipe-downs, fly parasitoids, fly trapping devices and more.

Additional Services

At Versacor, we recognize that for any pest problem, there is a solution. Versacor offers the following services to supplement the core program and provide even more protection for your business as the need arises.

- Bird & Bat Prevention
- Disinfectant Services
- Termite Services
- Fire Ant Program
- Bed Bug Elimination
- Mosquito Control
- Small Fly Program
- Structural Improvement Program
- Stored Product Insect Program
- Drain Cleaning
- Air Fresheners / Odor Control
- Commodity Fumigation
- Cricket Program
- Soil Sterilization

Transition Meeting

The Transition Meeting sets the tone for our newly established relationship and clearly outlines our mutual goals and expectations. Some objectives of the Transition Meeting are as follows:

- Prepare our operations teams to execute the program flawlessly
- Review and confirm expectations
- Review implementation plan
- Identification of key individuals-their roles and responsibilities
- Communication and reporting procedure moving forward
- Initial Service scheduling and overview

Program Implementation

1. **Initial Service.** During the Initial Service, a team of Versacor Service Specialists will visit your facility to review current conditions and implement your Managed Pest Program. This comprehensive service is designed to eliminate any existing pest populations, provide for the establishment of all pest programs, and identify any minor structural work that can be done to prevent further pest entry. The service team will make recommendations for structural, storage and sanitation improvements and answer any questions you may have.
2. **Follow-up services.** In a Versacor Managed Pest Program, even low levels of pest activity are not tolerated. Therefore, the initial service is followed up with additional services performed at a frequency necessary to completely eliminate all pest infestations. Follow up services also provide a communication opportunity to ensure we are meeting the client's expectations.

Communication Protocol

1. **Scheduling of service**
Service is scheduled at least one day prior to the service date. We attempt to keep regular services scheduled for the same day each month (for example: first Tuesday, second Wednesday, etc.).
2. **Pre-service review**
A brief meeting with the primary contact is conducted upon arrival to discuss any particular concerns or requests since the last service. A review of the sighting log is also conducted.
3. **Post-service review**
A brief exit meeting with the primary contact is conducted to review the service report, including findings and treatments, and to discuss recommendations regarding structural, storage and sanitation issues. If the primary contact is not available, a phone call or email will occur the next day as follow up communication.

Documentation

1. **Electronic Data Capture**
All pest devices installed as part of our proactive program, including rodent stations and insect light traps, are bar coded and scanned during each service, allowing us to capture specific device-level information such as pest activity and/or pest evidence found, materials applied, and conducive

conditions noted at the time of service. This information is made available to the client, ensuring full visibility of the program.

2. Service Report:

Each service visit is documented on a Versacor Service Report. Pest activity and corrective actions are provided, detailed recommendations concerning structural, storage and sanitation conditions are made, and all service materials applied and target pests are recorded along with other pertinent service details.

3. Service logbook

A service logbook is maintained at a readily accessible yet secure location within the facility. The logbook holds all the necessary documentation for the program.

Emergency Service Requests:

Emergency service is available 24 hours/day, 7 days/week. Should you have an emergency service request, we will respond within 30 minutes and a site visit will be made within 24 hours or in accordance with the urgency of the situation. ** Please contact Client Care with all Service requests at clientcare@versacor.com