Integrated Pest Management Program — Restaurants & Food Service

- **Industry:** Restaurants, bars, catering kitchens, and similar food-service sites
- **Version / date:** November 11, 2026
- **Prepared by:** Prudential Pest Management, LLC
- **How to use this document:** This is the company's default IPM program for this industry. Your account's Virtual Logbook provides the site-specific details: building name and address, how the building is used, pest history, layout and monitor map, the named building manager or account contact, and the service schedule in your agreement. Your service agreement sets the actual schedule and the services that are included. This document does not add coverage or change that agreement.
- **Pests typically in scope:** ants; German and other cockroaches; house mice and rats; house flies, drain flies, and other small flies; stored-product insects in dry storage; occasional invaders; stinging insects around entries and dumpsters (including honey bees and bumble bees when a stinging-insect service is on the account)
- **Pests typically out of scope (may be available as a separate service under its own agreement):** termites and other wood-destroying insects; bed bugs; nuisance wildlife such as raccoons, squirrels, and bats. Birds are not covered by this program. Our applicators are MDARD-certified in categories 7A General Pest Management, 7B Wood Destroying Pest Management, and 7F Mosquito Management. Wildlife work is done under Michigan DNR Wildlife Damage and Nuisance Control Permit #GC225.

1. Purpose and what IPM means

This program is a decision process, not a calendar spray route. On each scheduled visit we inspect, identify the pest when we can, compare what we find with the action thresholds in this program, work with you to correct conditions that support pests, close entry points where practical, monitor, use a pesticide only when the plan and the label call for it, record what we did, and follow up.

IPM uses all suitable methods to keep pests from reaching an unacceptable level, or to bring an existing population down to an acceptable level, with the emphasis on changing the conditions that allow pests to live and reproduce.

Health-code pressure is the working threshold in food areas. Food-safety rules place pest-control duties on the food establishment. This program is how we support that work. It is not a promise that the building will be without pests.

2. Roles and responsibilities

Prudential technician. Inspect and monitor the agreed areas on each scheduled visit, even when no pests have been reported. Identify pests when possible. Record findings, counts, and conditions that support pests. Make recommendations. Apply only products and methods allowed by the label for the site, following the treatment tiers in this program. Provide the service record to the manager at the visit, or, if you have approved electronic delivery in writing before service, make it available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit.

Facility manager or account contact. Be the person we report to. Act on sanitation and exclusion recommendations, or assign them. Give the technician access to kitchens, dish pits, storage, docks, and other agreed areas, including after-hours access if that is in the agreement. Keep the pest sighting log current. Do not have untrained staff mix or apply pesticides that require a credentialed applicator.

Staff. Clean as assigned, especially drains, floor sinks, mats, and close-down tasks. Store food in sealed containers, off the floor. Keep doors closed except when in use. Report sightings and sanitation problems to the manager the same day, and enter them in the sighting log.

3. Inspection and monitoring schedule

An initial inspection of the interior and exterior starts the program and is recorded for this account. Complete the company Site Evaluation page for this building (same layout and fields as in the Schools & Licensed Daycares program) so the Virtual Logbook has a consistent site description, inspection, monitoring method, and thresholds. After that, a typical restaurant schedule is monthly. Some kitchens need more frequent visits when activity is high. Your service agreement sets the actual schedule.

Each scheduled visit typically includes the kitchen and prep line, dish pit and warewash, bar if present, dry storage, walk-ins, dining room perimeter, restrooms, break area, dock or back door, and the dumpster pad.

Monitoring devices, where used, are mapped and numbered in the Virtual Logbook. Typical devices include glue monitors in kitchens, storage, and dish areas; tamper-resistant rodent stations and traps where the label and the site allow; and insect light traps only where they are appropriate and will not contaminate food or prep surfaces. Staff may also check monitors between visits (passive monitoring) and must record what they find.

4. Action thresholds

Thresholds can differ by room and can be reviewed each year. Numbers below are company starting points, not health-code section citations.

- **German cockroaches, food areas (prep, dish, service, storage):** any live cockroach, or fresh droppings, is action. This is a health-code reality in food areas, not only a company preference.
- **Rodents, anywhere indoors or at the dock door:** any sighting or fresh evidence (droppings, gnawing, rub marks, burrows) starts proofing and a control program the same visit cycle.

- **Drain flies and other small flies in food areas:** any adults trigger a drain and breeding-source inspection and sanitation the same week. Treating adults on a wall is not the fix.
- **House flies in prep or dining:** action when flies are present in food areas; the first steps are sanitation, door discipline, and the dumpster.
- **Stored-product insects:** action on live insects or fresh damage in food or packaging, plus a check of incoming goods and adjacent stock.
- **Ants in food areas:** trailing into prep or storage is action; a few foragers in a mechanical room may be monitored while we find the source.
- **Stinging insects at doors, patios, or the dumpster:** action when they threaten staff or guests. An emergency application may be needed.

5. Customer prevention and sanitation responsibilities

Please keep up the following. These steps are as important as anything we apply.

- Clean floor drains, floor sinks, and the dish pit so that the wet film inside the drain is removed, not only flushed.
- Clean under and behind equipment, including cook-line legs, gaskets, and the interiors of cabinets.
- Keep floor mats clean and dry them so they do not hold food and moisture.
- Maintain the grease trap on a regular schedule.
- Store dry goods off the floor, in sealed containers. Inspect incoming stock and set aside damaged packages.
- Break down and remove cardboard promptly.
- Keep dumpster lids closed, the pad clean, and, where practical, the dumpster away from the back door.
- Keep receiving and employee doors closed, with working door sweeps and screens.
- Fix leaking pipes, steam, and standing water, including mop buckets left with dirty water.
- Keep staff break areas and lockers clean, with food in sealed containers.
- Record pest sightings in the log the same day.

6. Exclusion and structural items

Mice can enter a gap larger than 1/4 inch; rats can enter a gap larger than 1/2 inch. Seal openings with metal, concrete, or hardware cloth. Plastic, rubber, vinyl, wood, and expanding foam can be gnawed, so foam alone is not rodent-proofing.

Typical items we will look for and may recommend: door sweeps on receiving and employee doors; screens and air curtains where they help; sealed pipe and conduit penetrations; tight dock seals if a dock is present; screened vents; and repairs to broken tile, grout, or cove base that hold moisture and film. We will record recommended work and any repairs started.

7. Treatment approach (least-risk first)

We start with non-chemical methods and use a pesticide only when needed, choosing the method that fits the pest, the site, and the label.

1. **Non-chemical first.** Sanitation, exclusion, vacuuming, trapping, drain cleaning, and changes in storage or closing practices.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, used only where the label allows the site.
3. **Limited labeled applications**, such as crack-and-crevice or spot treatments, or outdoor applications where the label lists the site, when the threshold has been reached and the steps above are not enough.
4. We do not fog occupied dining rooms, kitchens, or other occupied areas.

Rodent bait, when used, is a later step, in tamper-resistant stations, following the label. Product choice by class is made to fit the site and the label. We do not name products in this program. Current labels and safety data sheets for products that may be used are available in the Virtual Logbook.

Each scheduled visit includes inspection and monitoring of the agreed areas even when no activity is reported. Any treatment follows these tiers and the label.

8. Documentation

Service records are kept in GorillaDesk. Copies are available in the GorillaDesk customer portal and the Virtual Logbook. The portal is a delivery channel, not the official record. Prudential keeps its official application records at its place of business, as Michigan rules require. Each visit record includes, at a minimum: the site address and date; the target pest or pests and the number found (or that none were found); conditions that support pests; recommendations; structural or habitat changes started; and, if a pesticide was used, the product name, amount, location, method, and the other application details Michigan rules require for products that are not ready-to-use, plus the applicator name and the company name and emergency telephone number.

Michigan rules require commercial records to be kept at least 1 year for general-use products and at least 3 years for restricted-use products. Records are provided to the manager at the visit, or, if you have approved electronic delivery in writing before service, are made available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit.

The Virtual Logbook also provides access to this program, the pest sighting log, the numbered monitor and trap map, and current labels and safety data sheets.

9. Communication

Report sightings in the log and to the manager the same day. After each visit, the technician will leave or post a findings and conditions report: what was found, what was done, and what the facility still needs to

correct. Call or message the office if a problem appears between visits. If an application requires posting or a reentry period, we will tell the manager and provide any required sign.

10. Annual review

At least once a year, we will review inspection and service records with the manager: whether activity is below the thresholds, whether monitoring is adequate, which conditions are still open, and what should change. Thresholds and the site description will be updated if the building or the operation has changed.

Confirm labels, notices, and current MDARD rules before use.