Integrated Pest Management Program — Offices, Churches & Public Buildings

- **Industry:** Private offices, places of worship, and government-owned or government-operated public buildings
- **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; cockroaches; house mice and rats; flies in kitchens or fellowship halls; occasional invaders (including cluster flies and Asian lady beetles in season); stinging insects at entries (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.

Important legal note for this industry

A **public building** is defined in MCL 324.8305(11): "Public building" means a building that is owned or operated by a federal, state, or local government, including public universities.

Privately owned offices and privately owned churches are not public buildings. Treat them as commercial buildings for Rule 11(4) posting. Counsel should confirm the "business is located" element for houses of worship.

If this account is a public building, then before any pesticide is used (other than a sanitizer, germicide, disinfectant, or antimicrobial): a verifiable IPM program must be in place for the building, and the applicator must have MDARD-approved IPM training. Records must go to the building manager at the visit, or, if you have approved electronic delivery in writing before service, must be 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. Rule 11 posting

applies after certain indoor insecticide applications. Complete the company Site Evaluation page for this building (same layout and fields as in the Schools & Licensed Daycares program).

If this account is a private office or church, those public-building program rules may not apply. Rule 11 posting may still apply to certain indoor applications in a commercial building. This default program is still the service plan we follow. Completing the same Site Evaluation page is recommended so the account has a consistent record in the Virtual Logbook.

A school (K–12), including a church-operated K–12 school, or a licensed day care center operating in the building, follows the Schools & Licensed Daycares program for that portion of the building, including parent notices, which are the facility administrator's duty.

1. Purpose and what IPM means

This program is a decision process: inspect, identify, compare findings with the thresholds, correct conditions, exclude, monitor, treat only if the plan and the label call for it, record, and follow up. The aim is to keep pests from reaching an unacceptable level by changing the conditions that support them, especially in kitchens, break rooms, fellowship halls, and mechanical rooms.

2. Roles and responsibilities

Prudential technician. On public-building accounts, have verifiable MDARD-approved IPM training before applying a pesticide (other than a sanitizer, germicide, disinfectant, or antimicrobial). Inspect and monitor the agreed areas on each scheduled visit, even when no pests have been reported. On public-building accounts, give the building manager the program and the initial inspection record, and obtain acceptance of posting duty. Provide the service record 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.

Building manager or account contact. On public-building accounts, accept the duty to post required signs. A copy of this program must be located at the building. A printed copy meets this. An electronic copy, including the Virtual Logbook, meets it only if facility staff can open the complete program at the building at any time, including during an unannounced MDARD inspection, without a Prudential technician present. Keep a printed copy as the backup. Act on sanitation and exclusion recommendations. Provide access, including to kitchens used for events. Keep the sighting log current.

Staff and volunteers. Keep break rooms, kitchens, and food-pantry areas clean. Store food in sealed containers. Report sightings the same day. Do not move numbered monitors.

3. Inspection and monitoring schedule

An initial inspection starts the program. A typical schedule is monthly. Your service agreement sets the actual schedule.

Each scheduled visit typically includes break rooms and kitchens, restrooms, storage and mechanical rooms, fellowship halls or event kitchens if present, entries, and the exterior and dumpster when we can

access them.

Monitoring devices are mapped and numbered in the Virtual Logbook. Typical devices include glue monitors and, where the label and the site allow, tamper-resistant rodent stations or traps. The default monitoring method is the active method (technician inspections). Staff record sightings in the log between visits.

4. Action thresholds

The default thresholds are the company's standard action threshold levels, as documented on the company's Site Evaluation page. Those levels are decision rules for when we act. They are not a promise that the building will be without pests. Use the "Other" lines on that page when a kitchen, pantry, or nursery needs a tighter threshold.

- **Kitchens, fellowship halls, food pantries, and break rooms:** any live German cockroach or fresh droppings, or any rodent sighting or fresh evidence, is action (Level 1). Trailing ants into a food area are action.
- **Offices and similar rooms:** a few stray ants or occasional invaders may be monitored while we seal and vacuum; cockroaches or rodents are action.
- **Mechanical and storage rooms:** higher tolerance for occasional ants; rodents are still action.
- **Fall invaders (cluster flies, Asian lady beetles, boxelder bugs, and similar):** indoor insects that entered in the fall are typically vacuumed; the lasting work is sealing in late summer.

5. Customer prevention and sanitation responsibilities

- Clean kitchens and event spaces after use, including drains and floor sinks when food is prepared on site.
- Store pantry and break-room food in sealed containers, off the floor.
- Keep trash and recycling closed and take it out regularly, including after events.
- Keep doors closed, with working sweeps and screens on windows that open.
- Reduce clutter in storage rooms and under sinks.
- In late summer, trim vegetation off the walls and have gaps at eaves, soffits, and windows sealed where practical.
- Record 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. Use metal, concrete, or hardware cloth. Foam alone is not rodent-proofing. Typical items: door sweeps, sealed pipe penetrations, screened vents, and late-summer sealing of eaves and window frames for fall invaders. We will record recommended work and any repairs started.

7. Treatment approach (least-risk first)

1. **Non-chemical first.** Sanitation, exclusion, vacuuming, and trapping.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, only where the label allows the site.
3. **Limited labeled applications** when the threshold has been reached and the steps above are not enough, only where the label lists the site.
4. We do not fog occupied offices, sanctuaries, classrooms, or other occupied areas.

If a broadcast, foliar, or space insecticide application is made in a public or commercial building (other than with a general-use ready-to-use product), the applicator provides the Rule 11 sign and the building manager posts it at the primary entry for at least 48 hours. Crack-and-crevice and bait work are not in that indoor posting trigger list.

We do not name products in this program. Current labels and safety data sheets are available in the Virtual Logbook. Each scheduled visit includes inspection and monitoring of the agreed areas even when no activity is reported.

8a. Pest biology

Knowing how a pest lives, feeds, and hides determines which methods will work. Identify the pest before choosing a control method.

Pavement ants and other trailing ants. They often enter at cracks in slabs, door thresholds, and utility penetrations, and forage for food indoors. Sanitation and sealing entry points come first. Bait is often used when a pesticide is needed, because the workers carry it to the colony.

Carpenter ants. Nest in moist or damaged wood. They do not eat wood; they excavate it. Find and correct the moisture source and the nest. Treating only the ants that are seen rarely solves the problem.

Cockroaches (German and others). German cockroaches live close to food and moisture in kitchens, break rooms, and fellowship halls. They hide in cracks and crevices and are most active at night. Sanitation, exclusion, monitoring, and bait in cracks or stations are the usual methods. American and Oriental cockroaches are more often associated with basements, drains, and exterior harborage.

Mice. Enter through gaps as small as about a quarter inch, nest in wall voids, storage, and clutter, and travel along edges. Exclusion, sanitation, and trapping are the usual first methods. Any sighting in a food area is treated as immediate action.

Flies, including drain flies. House flies and bottle flies breed in garbage, dumpsters, and decaying organic matter. Drain flies breed in the film inside drains and in wet organic residue. Find and remove the breeding source before relying on an insecticide.

Stinging insects. Wasps, hornets, and yellowjackets may nest on or in the structure or on the grounds. Honey bees and bumble bees are handled only when that service is on the account, following the label.

Fall invaders (boxelder bugs, Asian lady beetles, cluster flies, and similar insects). They enter in the fall and overwinter in wall voids and attics. Exclusion at the exterior is the lasting method. Indoor insecticide

applications have limited effect on insects still in the walls.

Bed bugs, wood-destroying insects other than the carpenter-ant work described above, and wildlife are not part of the routine service under this program. They are a separate service, with a separate plan, if the facility requests that work.

8b. Impact on human health and the environment

When considering methods for pest control, the building manager and the applicator shall consider the impact on human health and the environment, including people with special sensitivities to pesticides. The method shall be effective against the pest while reducing unnecessary exposure to people, property, and the environment. When chemical controls are necessary, products and formulations are selected with consideration of their impact on human health and the environment, including people with special sensitivities to pesticides, consistent with the label and the tiers above. The label is the law. Sanitation, exclusion, and targeted placements are used before a broadcast or space application. Outdoor work follows the label, including any directions that protect water, pollinators, or non-target areas.

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 the site address and date; target pests and numbers 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.

On public-building accounts, records must go to the building manager at the visit, or, if you have approved electronic delivery in writing before service, must be 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. Retention is at least 1 year for general-use products and at least 3 years for restricted-use products.

9. Communication

Report sightings the same day. After each visit, the technician will leave or post findings and conditions. If posting or a reentry period applies, we will tell the manager and provide any required sign.

10. Program evaluation

We evaluate this program continually at each visit, and at least once a year with the building manager, to determine its effectiveness and the need for changes. Thresholds and the site description will be updated if the building or how it is used has changed.

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