Integrated Pest Management Program — Self-Storage

- **Industry:** Self-storage facilities (office, common areas, grounds, and units only when the property authorizes entry)
- **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: property name and address, pest history, layout and monitor map, the named property 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:** house mice and rats; occasional invaders; ants and cockroaches in the office, restrooms, and break areas; stinging insects at eaves, gates, and 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. Pests inside a rented unit are not covered, except when the property authorizes entry and the agreement covers that work.

This program is separate from Food Processing, Warehouses & Docks. A self-storage property does not have food-plant sanitation or health-code thresholds. Access to rented units is limited. Completing the company Site Evaluation page for the property is recommended so the Virtual Logbook has a consistent record.

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 work is focused on the office, restrooms, hallways, stairwells, elevators, the perimeter, fence lines, and waste areas. We do not enter a rented unit unless the property authorizes it and the tenant-access rules are followed.

2. Roles and responsibilities

Prudential technician. Inspect and monitor the agreed common areas and grounds on each scheduled visit, even when no pests have been reported. Enter a unit only with authorization. Record findings,

especially along the exterior and at the office. 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.

Property manager or account contact. Set and enforce tenant rules about food, trash, and discarded items. Keep the office, restrooms, hallways, and dumpsters accessible. Authorize unit entry in writing when it is needed. Act on exclusion and sanitation recommendations for property-controlled areas. Keep the sighting log current. Tell tenants when a building-wide or hallway service may affect them.

Tenants and staff. Put trash in designated containers. Do not leave food, pet food, or refuse in hallways or against buildings. Report sightings to the office. The property, not Prudential, is responsible for communicating with tenants about their units.

3. Inspection and monitoring schedule

An initial inspection of the office, common areas, and accessible exterior starts the program. A typical schedule is monthly. Your service agreement sets the actual schedule.

Each scheduled visit typically includes the office and restrooms, hallways and stairwells, elevator rooms if present and accessible, the dumpster, the building perimeter and fence line, landscaping and unused items against the buildings, and vacant units only if the property authorizes it.

Monitoring devices are mapped and numbered in the Virtual Logbook. Typical devices include exterior and interior tamper-resistant rodent stations or traps where the label and the site allow, and glue monitors in the office, break area, and hallway electrical or mechanical closets.

4. Action thresholds

Start with the company's Standard Action Threshold Levels on the Site Evaluation page, and use the "Other" lines for this property. These are company starting points, reviewed yearly.

- **Mice or rats:** any sighting or fresh evidence in the office, hallways, or along the exterior wall is action (Level 1), including proofing and a review of nearby units with the property.
- **Cockroaches in the office or restrooms:** any live German cockroach or fresh droppings is action (Level 1).
- **Stinging insects at entries, gates, or eaves over walkways:** action when they threaten staff or tenants.
- **Ants in the office:** trailing into the office is action; foragers on the grounds may be monitored while we find the source.
- **Occasional invaders in hallways or units:** often vacuuming and sealing; treat only if the threshold and access allow.
- **Activity reported inside a rented unit:** notify the property. Further work depends on authorization and the agreement.

5. Customer prevention and sanitation responsibilities

- Keep the office, restrooms, and any break area clean, with food in sealed containers.
- Keep dumpsters closed and the pad clean. Do not allow household trash to sit against buildings.
- Keep hallways, stairwells, and the wall line clear of discarded furniture, cardboard, and tenant overflow.
- Maintain tenant rules about storing food and refuse in units, and enforce them.
- Keep vegetation trimmed off the walls and reduce clutter along the fence and rear of buildings.
- Maintain working door sweeps on the office and any heated common spaces.
- Record sightings in the log the same day, with the building, hallway, or unit number if known.

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 on the office; sealed pipe and electrical penetrations; gaps at hallway and unit-bay doors that the property controls; screened vents; and late-summer sealing at eaves. We will note openings at rooflines where birds enter. We will record recommended work and any repairs started.

7. Treatment approach (least-risk first)

1. **Non-chemical first.** Sanitation, exclusion, trapping, vacuuming, and clearing harborage along the wall line.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, only where the label allows the site, and not inside a rented unit without authorization.
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, hallways, or other occupied areas.

Rodent bait, when used, is a later step, in tamper-resistant stations, following the label. 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.

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.

Records are provided to the property contact 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. Retention is at least 1 year for general-use products and at least 3 years for restricted-use products.

9. Communication

Staff and tenants report sightings to the property office; the office enters them in the sighting log. After each visit, the technician will leave or post findings and conditions, including any unit-access requests. Contact the office if a problem appears between visits. If posting or a reentry period applies to a treated area, we will tell the property contact.

10. Annual review

At least once a year we will review records, open conditions, thresholds, and the site description with the property contact, and update the program if the property or its practices have changed.

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