Integrated Pest Management Program — Food Processing, Warehouses & Docks

- **Industry:** Food processing and packing, distribution, and warehouses with docks or racking
- **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; house flies and small flies in welfare and waste areas; stored-product insects; occasional invaders; stinging insects at docks 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.

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 at docks, in storage, and in employee welfare areas.

For food plants and warehouses that handle food, health-code and customer-audit pressure is the working threshold in production, packing, and food storage. This program supports that duty. 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, device counts, and conditions. Make recommendations on sanitation, stock rotation, and exclusion, especially at dock doors and

incoming goods. Apply only according to the label and the tiers in this program. 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.

Facility manager or account contact. Be the person we report to. Assign and track sanitation, exclusion, and receiving recommendations. Provide access to docks, racking aisles, mezzanines, false ceilings or pipe chases where they can be inspected safely, welfare rooms, and waste areas. Coordinate with quality or sanitation staff if the plant has them. Keep the sighting log current.

Staff, including receiving and sanitation. Inspect incoming pallets and goods; set aside or reject infested or heavily soiled loads as your procedures require. Keep dock doors closed except when a truck is at the door. Report sightings the same day. Do not move pheromone lures or numbered monitors.

3. Inspection and monitoring schedule

An initial inspection starts the program. 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. A typical food-plant schedule is weekly or twice monthly. Audited accounts: weekly interior device checks, monthly exterior. A typical dry-warehouse schedule is monthly. Your service agreement sets the actual schedule.

Each scheduled visit typically includes receiving and docks, staging, racking and bulk storage, production or packing if present, employee welfare and lockers, break rooms, restrooms, trash compactors or dumpsters, and the exterior along walls and fence lines that we can access.

Monitoring devices are mapped and numbered in the Virtual Logbook. Typical devices include glue monitors; pheromone monitors for stored-product insects where they are useful; tamper-resistant rodent stations and traps along interiors and the exterior where the label allows; and insect light traps only in locations that will not contaminate product. Counts are taken from the same devices, in the same way, so trends are meaningful.

Audited food facilities (GMP / third-party audit accounts)

- Exterior: coded, secured, tamper-resistant pest control stations spaced at about 25 to 50 ft around the building's exterior perimeter. The station and its contents (bait or trap, per the label and this program's tiers) are securely anchored. Each station's number and location code matches the master device map. Exterior stations are serviced at least monthly.
- Interior: devices at consistent intervals around the interior perimeter of the building, around the interior perimeter of any walled-in dry food storage, packaging, or cooler areas, and inside exterior walls and cooler walls. Devices on both sides of every door leading outside, including dock doors. Interior catch devices and glue boards are checked at least weekly. Interior devices have a clear window on top.
- Every device: service label inside the device; the technician initials and dates the label, scans the barcode, or punches the card at each check.

- Map: a current map showing the location and type of every interior and exterior device, updated whenever devices change and at least once a year, kept in the Virtual Logbook.

The account's service agreement sets the weekly interior and monthly exterior schedule for audited accounts; if an auditor's standard is stricter than this list, the auditor's standard is followed.

4. Action thresholds

These are company starting points, reviewed yearly, and they may be tighter if your auditors require it.

- **German cockroaches in production, packing, or food storage:** any live cockroach or fresh droppings is action.
- **Rodents:** any sighting or fresh evidence indoors, at a dock door, or along the exterior wall starts proofing and a control program the same visit cycle.
- **Stored-product insects:** action when live insects of one species are found in product, packaging, or pheromone monitors at a level your quality staff and this program treat as unacceptable. A typical company starting point is two of one species across the pheromone monitors, or any live insects in product. Confirm the species before treating.
- **Flies in production or packing:** any activity in those rooms is action, beginning with doors, waste, and drains.
- **Birds at the dock:** report immediately. Birds are not covered by this program. Keep dock doors closed and clean up spilled product. We will note bird activity and entry points in the service record.
- **Ants in welfare or production:** trailing into food or welfare areas is action.
- **Stinging insects at dock doors or employee entries:** action when they threaten staff.

5. Customer prevention and sanitation responsibilities

- Inspect incoming ingredients, packaging, and pallets. Isolate damaged, wet, or infested goods.
- Keep dock doors, personnel doors, and trailer doors closed except during active loading.
- Maintain dock seals and door sweeps. Do not prop doors for airflow.
- Store product off the floor and off walls where practical, with aisles that can be inspected.
- Rotate stock. Clean spills, damaged bags, and empty packaging the same day.
- Keep employee lockers, break rooms, and vending areas clean, with food in sealed containers.
- Keep compactors and dumpsters closed and the pads clean. Move waste away from doors where practical.
- Clean drains and floor sinks in production and welfare so that film is removed.
- Keep the exterior wall line clear of pallets, vegetation, and unused equipment.
- Report sightings and device problems 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 recommendations: dock seals and leveler pits; door sweeps; screened vents and louvers; sealed pipe and electrical penetrations, including at mezzanines and roof transitions; openings at dock canopies that let birds in (for the facility to correct); and repairs to wall panels or bay-door gaps. We will record recommended work and any repairs started.

7. Treatment approach (least-risk first)

1. **Non-chemical first.** Sanitation, stock rotation, exclusion, trapping, vacuuming, and receiving practices.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, only where the label allows the site.
3. **Limited labeled applications** (for example, 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 production, packing, or warehouse floors.

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. 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 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 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. Retention is at least 1 year for general-use products and at least 3 years for restricted-use products.

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

9. Communication

Report sightings the same day. After each visit, the technician will leave or post findings and conditions, including open receiving or exclusion items. Contact 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 device trends, open conditions, thresholds, and the site description with the manager, and update the program if the building or the operation has changed.

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