



# *An Integrated Approach to* **Pest Management**

*Citron™ Hygiene's pest control services follow LEED certification requirements and are based on well established Integrated Pest Management (IPM) principles. Our focus on pest prevention and reducing the attractiveness of host buildings, allows us to minimize the use of pesticides and avoid situations where remediation is necessary.*

## **Our Team**

The strength of our service programs is built on our experienced team of professionals. Fully licensed, Quality Pro Certified, knowledgeable, courteous—only the best wear the Citron™ uniform.

## **Our Approach**

Our Pest Management Professionals (PMPs) are trained consultants. We follow a structured process to ensure your expectations are exceeded.





## Our Approach

### Inspection and Recommendation

Citron™ PMPs develop programs based on the specific needs of your facility and business type.

### Monitoring and Ongoing Evaluation

On an ongoing basis we inspect your premises to identify potential structural or harbourage issues. Reports are prepared during each service visit outlining pest activity and other issues. PMPs also address required program changes or enhancements when required.

### Treatment Strategies

Citron™ strives to minimize the use of pesticides by focusing on pest prevention. If required, pesticides are used only in targeted locations and only for targeted species. Prior to treatment we consult with the client and a communication plan is implemented to notify facility occupants.

### Capable and Comprehensive Programs

When it comes to pests, we've seen it all. Citron™ provides a full range of pest control services to meet the needs of any facility.

### Depth of Experience

Citron™ delivers cost effective pest control services to a diverse range of facilities, clients, and industries.

- Commercial Offices/ LEED Buildings
- Food Manufacturing Plants
- Food Service and Restaurants
- Industrial Buildings
- Malls / Retail Spaces
- Pharmaceutical Plants

### There Isn't a Pest We Haven't Met

- Insect Control
- Rodent Control
- Bed Bug Detection and Remediation
- Wildlife Management
- Bird Exclusion

## Tracking, Reporting, and Auditing

### Tracking

CitronSync™ is Citron's own innovative and proprietary scanning system. All Citron™ Pest Management Professionals (PMPs) are equipped with hand-held scanning devices to ensure the highest level of service accuracy and quality.

### Reporting

Citron™ PMPs submit reports after every service visit. We review these reports to identify pest activity, analyze trends, and help communicate issues that could lead to infestations.

### Auditing

Regular on-site audits are conducted by our supervisors to evaluate technician performance, consult with and obtain feedback from clients and ensure that service quality expectations are being met.

