



Arse Covering Exercise

CLIENT CONTACT AND TREATMENT CHECK LIST

1. Write all telephone calls in your diary showing the date, time, who contacted you, client details and a summary of the discussion.
2. Always undertake a site inspection to assess the pest problem and identify any hazards or risks that may require special consideration or equipment/procedures.
3. Confirm in writing:
 - 3.1. The needs/requests of your client;
 - 3.2. Integrated Pest Management options;
 - 3.3. What services you can or cannot provide;
 - 3.4. The pesticide/s you intend to use;
 - 3.5. When the work can be done; and
 - 3.6. The Terms and Conditions of your service contract.
 - 3.7. Provide supporting information.
4. If your quotation is accepted, get your client to sign and date the service agreement, acknowledging they understand all the details and accept your proposal.
5. When you arrive on site, and prior to undertaking any work, review your work instructions with the clients, undertake and document a Risk and Pest Analysis and then explain clearly to the client what and how you intend to treat their pest problem.
6. Clarify and discuss any matter with your client which may have changed since your initial inspection/quotation and note these changes as additional costs might be incurred by the client.
7. Do your work as if you were treating your own property, as if you have no insurance, and always remember your Duty of Care to your client, Duty to Warn and that you can be sued.
8. On completion of your work, inform the client:
 - 8.1. What you did and where you did it;
 - 8.2. What you could not do and why;
 - 8.3. Any change in the pesticides used which differs from the original quotation. Note: It is better to confirm any changes with your client prior to the application. (including the rate of mixture and quantity);
 - 8.4. Any change in where the chemical was originally to be applied and the reasons for that change such as (efficacy, or site problems); and
 - 8.5. Any problems or issues you came across which may or may not be of a pest nature but could impact on your client (a leaking pipe or some structural problem etc). Informing clients of these matters shows a high degree of professionalism which is appreciated. Endeavour to incorporate this procedure into every job.
9. Advise your client on risk management and Integrated Pest Management matters to assist them in the future.
10. Never leave the site without completing your worksheet including all the above, plus:
 - 10.1. The time you arrived and left the site; and
 - 10.2. Get your clients to sign your worksheet acknowledging all points.
11. Send your invoice along with a detailed report in line with your insurer's recommendation, the manufacturer's label, Australian Standards and the above.