

# BASIC

## RISK MANAGEMENT APPROACH TO TREATING PESTS

1. Ask questions of your client regarding their problem(s) (both past activities and present) and sightings. Obtain copies of any documentation.
2. Identify both the pest and the problem.
3. Identify the real nature and extent of the infestation.
4. Seek out your client's level of commitment to working with you.
5. Analyse the site conditions and determine what factors have given rise to the problem. For example, is the problem a site problem or an off-site problem?
6. Seek out the source(s) of the problem.
  - a. This may not appear apparent immediately and may require time to evolve an opinion.
  - b. The problem may be an off-site problem brought into your client's site.
7. Consider all treatment options:
  - a. Hygiene
  - b. Site conditions and what can and can't be achieved
  - c. Chemicals
  - d. Non-chemicals
  - e. Proofing.

It is important to engage your client to work with you in respect to this point.
8. Implement "best practice" by using the right strategy and the right product to treat both the source of the problem, and the activity seen or reported, with a focus on total eradication.
9. Put in place proactive risk management steps and ongoing service strategies to minimise a reoccurrence of the problem.
10. Quantify and qualify all your thoughts and actions with your client. Explain what you have done, what you and your client can do in the future, and what can not be done.
11. Open, honest and effective communication will minimise any risk of confrontation, conflict, and the client expecting what is beyond your capabilities.
12. Remember both your Duty to Care and your Duty to Warn.
13. Follow up call to say thank you and see if there is any further assistance required.