



# Pest Elimination Scope of Service Food and Beverage

**Facility Type:** Non-Organic

**Account #:** Oval0002-01

ORIGINATION DATE: 01/06/2022

**Service Address:**

Customer Name:	Ova Innovations
Customer Address:	1336 E Maumee
Customer City, State/Province, Zip/Postal Code	Adrian Michigan 49221

**This Scope of Service serves as the site level agreement between Ecolab and Customer. The financial and other terms of the agreement between the parties are on file.**

Jason Thompson  
Customer Contact Name (please print)

Eric Bertke  
Ecolab Contact Name (please print)

Authorized Customer Signature

Authorized Ecolab Signature

**Emergency Contact Information**

Ecolab Customer Service: Available 24 hours a day, 7 days a week

- U.S. 1.800.325.1671
- Canada 1.800.352.5326
- Email: [pest@ecolab.com](mailto:pest@ecolab.com)

Customer Emergency Contact	Title	Phone
Jason Thompson	QA Manager	517-366-6332
Dan Hofbauer	Plant Manager	517-366-6300



### Equipment Installed

Rodents	Quantity	Service Frequency	Service Months
Exterior Checkpoint Bait Stations	40	Monthly	Jan-Dec
Interior Multi-Catch	72	Weekly	Jan-Dec
<b>Stored Product Pest</b>			
Dome Beetle	6	Monthly	Jan-Dec
Tent Beetle/Moth	2	Monthly	
<b>Large Fly</b>			
Ecolab Stealth Maxima	30	Weekly	Apr-Oct
Ecolab Stealth Maxima	30	Monthly	Nov-March
<i>Bird</i>			
<i>Vertebrate Pest</i>			
<i>Other</i>			
Area Barcodes	5	Weekly	Jan-Dec



## Qualification and Certification Requirements

Ecolab Associates will maintain the necessary license and/or state certification for his or her geographic service area. Additional qualifications include, but are not limited to, successful completion of the following:

- ▲ Ecolab's Good Manufacturing Practices (GMP) exam
- ▲ National Pest Management Association (NPMA) Food Safety exam
- ▲ Pest Elimination Training at Ecolab University
- ▲ Pest Elimination Training through Ecolab Learning Management System
- ▲ Canadian Pest Management Association (CPMA) Food Safety exam

## SERVICE APPROACH

Ecolab provides a comprehensive service approach which includes:

- ▲ **Proactive Solutions:** Using proprietary protocols supported by science and an outside-in approach, Ecolab helps to prevent Covered Pests from entering Customer's facilities. A "Covered Pest" is a pest for which Customer agrees to purchase on-going pest services from Ecolab.
- ▲ **Integrated Methods:** Highly-trained, professional Service Specialists provide services which may include: inspection, pest monitoring, sanitation and structural recommendations, mechanical trapping and biological and targeted product applications.
- ▲ **Organic Letter of Guarantee (The following applies to facilities designated as organic facilities only):**
  - Ecolab has developed service guidelines which comply with the regulations of the National Organic Program (NOP) 205.271 for facilities adhering to organic certification.
  - Inspection and preventive pest practices utilizing an outside-in approach are the foundation for Ecolab's program.
  - Proprietary non-chemical pest prevention tools are the first line of defense in protecting the facility from pest activity. Should pesticides be required, Ecolab will determine the best product and application in accordance with the NOP National Product List and approval requirements. All appropriate documentation will be kept current and in accordance with NOP standards.
  - A Scope of Service detailing Ecolab's program will be created for each facility to ensure compliance with both NOP and the organic certifying agency.

## SANITATION AND STRUCTURAL RECOMMENDATIONS

- ▲ Each regular service visit includes sanitation and structural inspection of the covered service zones listed in this document.
- ▲ Ecolab will inform Customer of existing sanitation or structural conditions found by Ecolab which can contribute to Covered Pest activity or to an Infestation of a Covered Pest. An "Infestation" is an interior established and reproducing population of a Covered Pest.
- ▲ Findings and recommendations will be reported in Ecolab's Service Reports.

## CUSTOMER COMMITMENT



Customer is entitled to Ecolab's Pest Elimination service guarantees only if payment of Customer's account is within Ecolab's established payment terms and Customer has complied with all of the following:

- ▲ Communicate with Ecolab about pest activity or concerns which occur between regular service visits; and
- ▲ Provide Ecolab access to all areas of the facility, including locked areas; and
- ▲ Allow adequate time for service when no other conflicting activities may be performed; and
- ▲ Maintain monthly maintenance services; and
- ▲ Promptly corrects structural issues noted by Ecolab service professionals; and
- ▲ Consistently practices good sanitation procedures; and
- ▲ Not move, destroy or alter any Ecolab supplied equipment; and
- ▲ Comply with the other obligations otherwise set forth in the Agreement

## SERVICE COMMUNICATION AND RESPONSE TIME

- ▲ **Ecolab Customer Service:** Customer may contact Ecolab regarding Covered Pest activity or other pest concerns which occur between regular service visits by calling **1 800 325 1671 (U.S.) or 1 800 352 5326 (Canada)** or Email: [pest@ecolab.com](mailto:pest@ecolab.com). Ecolab Customer Service representatives are available 24 hours a day, seven days a week and 365 days a year.
- ▲ **Call Back:** Within one hour after Customer calls Ecolab's Customer Service to report an emergency pest issue an Ecolab representative will call Customer back to discuss the Customer's issue and schedule a service visit for assessing the situation.
- ▲ **On-site Assessment:** If, at the time of the call back, it is determined that a matter needs immediate attention, then Ecolab will be at Customer's facility within 24 hours or at a time mutually agreed upon by Customer and Ecolab.
- ▲ **Emergency Services:** Emergency services are available 24 hours a day, seven days a week, and 365 days a year.
- ▲ **Service Reports:** Ecolab will provide a written, detailed service report to Customer after each service visit. Service report information includes: pest activity found at the time of service, product applications and equipment installation, if any, and preparation, sanitation or structural concerns or recommendations. Ecolab's service report is recorded using an electronic documentation system which generates an on-site report. Service reports may also be available electronically on-line or via email.
- ▲ **Customer Logbook:** Ecolab maintains an on-site logbook at each Customer facility. The logbook will contain the facility's service history and required safety information, including:
  - Copies of Ecolab's Service Reports.
  - Instructions on how to access product labels and Safety Data Sheets (SDS).
  - Materials or forms required by applicable federal, state and local regulations.
  - Other relevant information concerning the services provided at Customer's facility.
- ▲ **Bar code:** Pest equipment placement may be bar-coded upon Customer's request. If used, the bar code will identify the type of device, device number and location. During regular service visits, the bar code will be scanned and data collected concerning conditions contributing to Covered Pest activity, approximate numbers and types of Covered Pests, equipment status and date and time of service.
- ▲ **Trend Reporting:** Trend reports will be provided on a monthly basis via the electronic logbook.
- ▲ **Pest Management Reviews:** Ecolab and Customer will conduct periodic reviews of the pest management program to help ensure the facility's needs are appropriately addressed.



- ▲ **Notification of Changes:** As required by the auditor, Ecolab will notify Customer in writing of any changes in services performed or materials used.

## Contracted Programs and Services

(The contracted programs and services are marked below. Price and service frequency is based upon a facility survey and treatment plan.)

### Cockroach Program

Ecolab provides the following services for Cockroaches (“Cockroaches” are American, German, Oriental, Australian, Turkestan, Brown, and Smoky Brown cockroaches only):

- ▲ Inspect the facility to locate and record noted Cockroach activity, harborage sites, and conditions conducive to Cockroach activity.
- ▲ Utilize non-chemical methods to suppress pests utilizing Integrated Pest Management (IPM) techniques and methods.
- ▲ If non-chemical methods are unsuccessful, provide appropriate targeted product applications.

### Rodent Program

Ecolab provides the following services for Rodents (“Rodents” are house mice, Norway rats and roof rats only):

- ▲ Inspect the outside perimeter and public areas of a facility to identify signs of Rodent activity, possible entry points and conditions conducive to Rodent activity (both interior and exterior areas of the facility).
- ▲ Exterior Services: Install and maintain Rodent traps and/or Rodent bait stations around the outside perimeter of the facility.
- ▲ Interior Services: Install and maintain interior Rodent traps suitable for the facility.
- ▲ Inspect, clean and date Rodent bait and trapping equipment during regular service visits.

### Entry Point Protection

Ecolab will inspect exterior doorways and other entry points for only the following pests: Ants (“Ants” are all ants other than carpenter, pharaoh, fire or other wood destroying insects), Cockroaches, ground beetles, springtails, silverfish, crickets, centipedes, millipedes, sowbugs, pillbugs, and earwigs. If pests are noted, then the appropriate IPM strategies will be implemented.

## Zones to be Inspected During Regular Service Visits:

- ▲ Office Area-Interior
- ▲ Storage Area-Interior
- ▲ Maintenance Area-Interior
- ▲ Exterior Area
- ▲ Bathroom/Locker Room-Interior
- ▲ Warehouse-Interior
- ▲ Production Area-Interior
- ▲ Electrical Room-Interior
- ▲ Receiving/Dock-Exterior
- ▲ Shipping-Introduction Points



## Expanded Coverage Options

(Price and service frequency is based upon a facility survey and treatment plan.)

### Large Fly Program

Ecolab provides the following services for Large Flies (“*Large Flies*” are house, blow and bottle flies only):

- ▲ Inspect the facility and identify possible sources and entry points.
- ▲ Interior Services: Identify likely areas where Large Flies may be found. Recommend non-chemical means to suppress flies (IPM). Document all recommendations and follow the NOP guidelines before providing targeted product applications. Install an appropriate number of Ecolab-supplied STEALTH™ Maxima Fly Lights. For Ecolab-supplied fly lights, glue boards will be replaced monthly and light bulbs (shatterproof) will be replaced after 12 months usage for the STEALTH™ Maxima or Fusion or Decora Fly Lights and once every three (3) years for the STEALTH™ LED Fly Light. Ecolab will ensure proper recycling of bulbs.
- ▲ Exterior Services: Identify likely areas where Large Flies may be found. Recommend non-chemical means to suppress flies (IPM). When necessary, provide targeted applications in dumpster area and facility entry points.
- ▲ Exterior Services: Upon Customer’s request, install and maintain an appropriate number of exterior Large Fly bait stations, at an additional fee. For Ecolab-supplied STEALTH™ Fly Stations media packets and treatment will be provided monthly.

### Stored Product Pest Program

Ecolab provides the following services for Stored Product Pests (“*Stored Product Pests*” are Drug Store Beetles, Cigarette Beetles, Indian Meal Moth, Red Flour Beetles, Confused Flour Beetles, Saw-toothed Grain Beetle and Warehouse Beetle only):

- ▲ Inspect the facility to determine pest species, locate breeding sites, and look for other signs of Stored Product Pest activity and conditions which may indicate an Infestation.
- ▲ Establish a pheromone monitoring program to help identify activity early and location of activity. All traps will be dated when checked and the bar code reports will note trap conditions at the time of service.
- ▲ Provide recommendations on structural and sanitation practices that can be improved to minimize stored product pest activity.
- ▲ Provide targeted product applications during regular service visits for stored product pests in key areas of concern.

### Moth Mating Disruption Program

If stored product pest activity includes persistent Indian Meal Moth activity, Ecolab will provide the following services for Moth Mating Disruption:

- ▲ Install and maintain an appropriate number of moth mating disruption dispensers in designated areas.
- ▲ Check and barcode scan (if Proscan) each dispenser monthly.
- ▲ Replace dispensers as needed.
- ▲ Install pheromone traps to help monitor moth activity. All traps will be dated when checked and the bar code reports will note trap conditions at the time of service.



## Outside Perimeter Program

Where heavy or persistent Perimeter Insect activity occurs and requires more concentrated attention than Ecolab's Entry Point Protection Program, Ecolab can provide additional treatment services for Perimeter Insects (*"Perimeter Insects"* are Ants, Cockroaches, ground beetles, springtails, silverfish, crickets, centipedes, millipedes, sowbugs, pillbugs, and earwigs). Treatment solutions will be developed based upon Insect species found. Ecolab provides the following services for Perimeter Insects:

- ▲ Visually inspect both the inside and outside of the facility to determine: Insect species, nest or harborage locations, Insect trails and other signs of Insect activity.
- ▲ Provide appropriate exterior residual, granular, or bait applications that are applicable for the targeted pests
- ▲ Provide recommendations to Customer to correct structural and sanitation conditions conducive to existing Perimeter Insect activity.

## Mosquito Program

Ecolab provides the following services for mosquitoes:

- ▲ Inspect the property and grounds for potential breeding and adult resting sites.
- ▲ Provide recommendations to eliminate sources of standing/pooling water conducive to potential breeding sites and where applicable, make targeted applications to those sites to minimize breeding activity.
- ▲ Provide appropriate targeted treatments to adult resting areas where mosquitoes are most likely to rest.
- ▲ Ecolab may recommend installation of Ecolab's mosquito traps in areas where people congregate. Monthly service will include emptying the trap and replacing the bulbs, as needed, to ensure consistent monitoring.

## Air Quality Program

Ecolab's Air Quality Program combines fragrance and odor neutralizing chemistry to help counteract malodor molecules. Ecolab provides the following services:

- ▲ Install and maintain an appropriate number of Ecolab-supplied fragrance dispensers in designated areas.
- ▲ Check fragrance cartridges monthly and replace as needed.

## Additional "As Needed" Services

(Ecolab will provide the additional 'as needed' services upon request. Price and service frequency is based upon a facility survey, treatment plan and, in some cases, a separate agreement.)

### Small Fly Service

Ecolab provides inspection and appropriate targeted product applications for Small Flies (*"Small Flies"* are red-eyed or dark-eyed fruit flies only). If Customer requests Small Fly services, the scope of those services and the applicable fees will be more particularly set forth in a separate service agreement signed by the parties before services are rendered.



## **Exclusion Services**

Ecolab provides services to help seal off areas where identified pests are most likely to enter and harbor in Customer's facility, including delivery and entry points, gaps, voids, and holes.

## **Bird Services**

Ecolab provides integrated bird management programs to utilize various deterrents including netting, destabilizing coils, rods, posts, wires, trapping and other non-lethal deterrent methods. If Customer requests bird services, the scope of those services and the applicable fees will be more particularly set forth in a separate service agreement signed by the parties before services are rendered.

## **Termite Services**

Ecolab provides an annual inspection and treatment program that identifies termite activity, helps eliminate the source of current Infestations, and helps prevent future Infestations. Treatment plans vary based on termite species found and treatment performed. Treatment options may include:

- ▲ Spot Treatments: Spot product applications are used when termite activity is confined to small areas within the structure. These applications may include the use of liquid termiticides and above ground bait stations.
- ▲ Barrier Treatments: Barrier treatments are used when termite activity is found in many locations within the structure. This treatment consists of establishing or re-establishing a complete barrier around the facility.
- ▲ Monitor/Baiting: A monitor/baiting service will be used when there is termite activity outside the structure. This option provides a perimeter system to help reduce activity near the structure and minimize future termite attacks on the structure.

If Customer requests termite services, the terms of those services and the applicable fees will be specified in a separate termite service agreement signed by the parties before services are rendered.

## **Stored Product Services**

If Stored Product Pest activity requires more concentrated treatment that is not included in Ecolab's standard Stored Product Pest Program such as fogging, fumigation, intensive residual, or heat treatment, Ecolab will consult with Customer's on-site key contact regarding alternative treatment options. If such services are requested, the scope of those services and the applicable fees will be specified in a separate service agreement signed by the parties before services are rendered.

## **Specialized Pest Services**

Ecolab can develop specialized programs for other pest issues as needed. If such services are requested, the scope of those services and the applicable fees will be more particularly set forth in a separate service agreement signed by the parties before services are rendered.

## **Wild Life Control**

Ecolab can assist with the removal of wild life as needed. Methods of removal can involve trapping, scare tactics, preventative entry or consultation for removal.



### **Fumigation/Space Treatment/Heat Treatments**

Fumigation, space treatment and heat treatment programs are subject to a separate service agreement.