The **Outside-In Approach** is a systematic approach to Pest Elimination based on the biology of rodents, providing 3 zones of protection: **EXTERIOR, INTRODUCTION POINTS** and **INTERIOR**.

## THE EXTERIOR ZONE

The EXTERIOR ZONE consists of grounds around the structure, the EXTERIOR perimeter and EXTERIOR monitoring and/or suppression equipment, including CheckPoint® Rodent Stations.

### INSPECT

- Inspect for evidence of **EXTERIOR** activity.
  - Rodent feeding in bait stations
  - Rodent catches on the exterior
  - Burrows, trails and droppings may also be signs of active rodents in the area
- Inspect for **conducive conditions**:
  - Garbage and trash spillage or accumulation on the EXTERIOR
  - Standing water on the EXTERIOR providing a water source near the structure
  - Material or equipment stored in the open near structures that could provide harborage
  - Vegetation near the structure that could provide harborage or access to the roof
  - Holes or gaps that could serve as access points into the structure
  - Access to EXTERIOR walls is limited and impairs inspection and/or servicing equipment

### SERVICE

1. Inspect, clean and reset **Checkpoint® Rodent Stations** and other rodent equipment placed on the EXTERIOR at each regular service visit or as outlined in the scope of service. A brush or scraper may be used for cleaning.
2. Repair or replace damaged or missing equipment at the time of service. Damaged, missing and inaccessible equipment must be documented in the Service Report.
3. Replace rodenticide at each regular service visit or as outlined in the scope of service. One block or packet per station is standard, but more may be used if activity is present.
4. Legibly mark the date of service on the date card with a mark that does not exceed the size of one date. Cards may be marked with a hole-punch or waterproof marker. If you replace a date card, the old card must be removed.

### PRODUCTS

**THE LABEL IS THE LAW! USE PRODUCTS ACCORDING TO THE LABEL INSTRUCTIONS AND CUSTOMER REQUIREMENTS.**

<table>
<thead>
<tr>
<th>Product</th>
<th>Active Ingredient</th>
<th>Usage Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maki Mini Block</td>
<td>Bromadiolone (2nd gen anticoag)</td>
<td>0.005% Recommended for regular monthly usage</td>
</tr>
<tr>
<td>Contrac Blox</td>
<td>Bromadiolone (2nd gen anticoag)</td>
<td>0.005% Recommended for regular monthly usage</td>
</tr>
<tr>
<td>Talon Weatherblok XT</td>
<td>Bromifacoum (2nd gen anticoag)</td>
<td>0.005% For use in damp locations or as rotation product</td>
</tr>
<tr>
<td>FirstStrike Soft Pack</td>
<td>Difethialone (2nd gen anticoag)</td>
<td>0.0025% For cleanout situations and roof rats</td>
</tr>
<tr>
<td>Maki Pellets (Bulk)</td>
<td>Bromadiolone (2nd gen anticoag)</td>
<td>0.005% Burrow baiting only</td>
</tr>
</tbody>
</table>

### RESPOND

- **RESPOND TO RODENT ACTIVITY** – Reduce pressure on the EXTERIOR
  - Empty, clean and reset the station/trap.
  - Increase the amount of bait in stations where feeding is occurring.
  - Increase exterior suppression as necessary. Focus efforts where pressure is high and near potential access points. Use multi-catch and snap trap inserts where appropriate.

### DOCUMENT

- Document findings and corrective actions for structural and sanitation issues that contribute to rodent pressure on the EXTERIOR.
- Use a date card and/or ProScan where appropriate.
- Mark only one product on a date card. A new card is required when products are changed.
The Outside-In Approach is a systematic approach to Pest Elimination based on the behavior and biology of rodents. It provides layers of protection in 3 zones: EXTERIOR, INTRODUCTION POINTS and INTERIOR.

### INTRODUCTION POINTS

INTRODUCTION POINTS consist of gaps or holes that allow access to the INTERIOR, including doorways. INTRODUCTION POINTS also include interior monitoring equipment including Little Pete Multi-Catch Traps and Repeater Multi-Catch Traps.

**INSPECT**

- Inspect for evidence of INTRODUCTION POINT activity:
  - Rodent catches on the INTERIOR near doors
  - No other evidence of current INTERIOR rodent activity
- Activity near INTRODUCTION POINTS represents a breach of the barrier. INTERIOR activity may be present and a careful inspection must be performed to determine if any rodents have made it past the barrier.
- Inspect for conducive conditions:
  - Holes or gaps that could serve as an access point into the structure
  - Holes or gaps that could provide access to an established runway
  - Material or equipment stored for long periods of time that could provide harborage
  - Spilled food product that is not cleaned in a timely manner that could provide a food source
  - Access to interior walls is limited and impairs inspection and/or servicing equipment

**SERVICE**

1. Inspect, clean and reset Little Pete Multi-Catch Traps, Repeater Multi-Catch Traps and other rodent equipment placed at INTRODUCTION POINTS at each regular service visit or as outlined in the scope of service. A brush or scraper may be used for cleaning.
2. Repair or replace damaged or missing equipment at the time of service. Damaged, missing and inaccessible equipment must be documented in the Service Report.
3. Legibly mark the date of service on the date card with a mark that does not exceed the size of one date. Cards may be marked with a hole-punch or waterproof marker. If you replace a date card, the old card must be removed.

**RESPOND**

RESPOND TO RODENT ACTIVITY – Minimize INTRODUCTION POINTS to protect the barrier

- Empty and clean traps.
- Increase monitoring at high-risk INTRODUCTION POINTS by placing additional traps.
- Recommend the customer make appropriate structural repairs or provide structural improvement one-shots to re-establish the barrier.

**DOCUMENT**

- Document root causes of rodent INTRODUCTIONS.
- Document findings and corrective actions for structural issues that allow rodents to cross the barrier.
The **Outside-In Approach** is a systematic approach to Pest Elimination based on the behavior and biology of rodents. It provides layers of protection in 3 zones: **EXTERIOR**, **INTRODUCTION POINTS** and **INTERIOR**.

### THE INTERIOR ZONE

The INTERIOR ZONE consists of all INTERIOR locations other than INTRODUCTION POINTS, including suspended ceilings when required by customers.

<table>
<thead>
<tr>
<th>INSPECT</th>
<th>SERVICE</th>
</tr>
</thead>
</table>
| • Inspect for evidence of INTERIOR activity:  
  - Rodent catches on the INTERIOR away from INTRODUCTION POINTS  
  - Verified rodent sightings  
  - Droppings, rub marks, product damage, and nesting material may also be indications of active rodents on the INTERIOR. Thoroughly inspect to determine if evidence is recent.  
  • Inspect for conducive conditions:  
    - Holes or gaps that could provide access to an established runway  
    - Standing water, leaks, spilled product or food items that do not get cleaned up as part of normal cleaning schedules  | Provide service following the same guidelines as those outlined in INTRODUCTION POINT SERVICE. |

<table>
<thead>
<tr>
<th>RESPOND</th>
<th>DOCUMENT</th>
</tr>
</thead>
</table>
| RESPOND TO RODENT ACTIVITY – Eliminate INTERIOR activity  
  1. Determine the extent of INTERIOR rodent activity, centers of activity, and major travel routes.  
  2. Determine the root cause of INTERIOR activity such as INTRODUCTION POINTS and areas of EXTERIOR rodent pressure.  
  3. Make or adjust an action plan with specific action items for Ecolab and the customer. Be ready to discuss a realistic elimination timeline, addition equipment placement, and follow-up service visits according to escalation guidelines (see ECOLAB STANDARDS for escalation guidelines).  
  4. Respond while on-site with mass trapping.  
    - Focus mass trapping at centers of activity and on forced runways where there is heavy rodent activity. Place as many traps in an area as will fit (i.e., 50 – 150 additional traps per area).  
    - For mice, use a variety of non-toxic baits on snap traps. For rats, use un-baited snap traps placed on forced runways.  
    - Glue boards may be used only during the first few visits of the elimination process.  
  5. Adjust INTERIOR monitoring to catch future activity early and update the Equipment Location Diagram.  
  6. Update the customer at each visit on progress and schedule the next follow-up service. FOLLOW-UP SERVICES – Follow-up service visits must be more than just checking and replacing traps. The steps outlines above must be followed at each visit and the plan should be adjusted with each service until elimination is achieved (see ECOLAB STANDARDS for follow-up visit frequency). | • Document root causes of rodent activity on the INTERIOR.  
• Document findings and corrective actions directly related to rodent activity. Include detailed descriptions and make the list specific.  
• Temporary trap placement must be documented on a Temporary Equipment Diagram and placed in the logbook.  
• Droppings, product damage, and nesting material may be signs of activity, but must also be recorded as sanitation issues.  
  - Cleanup is the responsibility of the customer unless otherwise noted in the customer agreement.  
  - Be practical and clean up small amounts of droppings yourself to identify new activity.  
  - Large droppings clean-up jobs may be sold as a one-shot service to customers. Work with your manager to determine when this is appropriate. |
**RODENT ESCALATION STANDARD**

**RESPOND WHILE ON-SITE**
- The action plan should be initiated as soon as rodent activity is noted in the INTERIOR ZONE.
- Customer specific escalation standards supersede these guidelines. Refer to current customer agreements for exceptions.

**3-DAY FOLLOW-UP SERVICE – STANDARD**
- Schedule a 3-day follow-up service. Continue visits in three day intervals until elimination is achieved.
- **1-Day Rodent Follow-Up Service** – Emergency situations including closures, Department of Health inspections or customer cancellations require daily follow-up.
- **7-Day Rodent Follow-Up Service** – The maximum time between visits is 7 days when there are no catches or in some rat situations.
- See the RESPOND section on the INTERIOR ZONE page for specific instructions for follow-up services.

**DE-ESCALATION**
- Rodent elimination is considered achieved when three consecutive visits have been made with no additional catches.
- A conversation must occur with the customer to gain agreement.
- Temporary equipment must be retrieved.

**ECOLAB STANDARDS**

The following information should serve as a guide to help determine the minimum number of equipment required. SVSPs can and should place more equipment if the situation warrants. A customer–specific scope of service dictating the amount of equipment and the location of equipment supersedes these guidelines.

**EQUIPMENT STANDARDS**

<table>
<thead>
<tr>
<th>EXTERIOR Equipment</th>
<th>INTERIOR Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install according to regulatory requirements</td>
<td>Label, set and place</td>
</tr>
<tr>
<td>Label, anchor (secure) and lock</td>
<td>Number date sticker and place inside equipment requiring the lid to be opened to mark</td>
</tr>
<tr>
<td>Number date cards with only one product marked</td>
<td>Create and Equipment Location Diagram that includes equipment type, number and location</td>
</tr>
<tr>
<td>Place bait on a rod inside the equipment</td>
<td>Install wall placards directly above equipment (4’ to 6’ from the ground) in non-customer areas unless customer refuses</td>
</tr>
<tr>
<td>Create an Equipment Location Diagram that includes equipment type, number and location</td>
<td>Use Blue Dot Stickers to indicate ceiling placements if required by customer</td>
</tr>
<tr>
<td>Number station lids and wall placards according to customer and district requirements</td>
<td></td>
</tr>
</tbody>
</table>

**INSTALLATION**

<table>
<thead>
<tr>
<th>Account Type</th>
<th>EXTERIOR Equipment</th>
<th>INTERIOR Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small USPS</td>
<td>Per eBuy Contract</td>
<td>Per eBuy Contract</td>
</tr>
<tr>
<td>Convenience and Petroleum</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Quick Serve Restaurant</td>
<td>2+</td>
<td>3+</td>
</tr>
<tr>
<td>Full Service Restaurant</td>
<td>3+</td>
<td>4+</td>
</tr>
<tr>
<td>Non-Food Retail</td>
<td>Small 2+ Medium 4+ Large 6+</td>
<td>Small 3+ Medium 4+ Large 6+</td>
</tr>
<tr>
<td>Food Retail</td>
<td>Small 3+ Medium 5+ Large 7+</td>
<td>Receiving areas: 4+ and at least 1 per dept. Examples: Deli, Meat, Dairy, Bakery, Pet Food</td>
</tr>
<tr>
<td>Limited-Service Hospitality</td>
<td>Size dictates, protect all sides (4+)</td>
<td>Size dictates (3+), protect receiving areas, kitchen, prep, food store</td>
</tr>
<tr>
<td>Full-Service Hospitality</td>
<td>Size dictates, protect all sides (8+)</td>
<td>Size dictates, protect receiving areas, kitchens, storerooms, etc.</td>
</tr>
<tr>
<td>Large Facilities and F&amp;B</td>
<td>Scope of service and/or risk assessment audit guidelines dictate</td>
<td>Scope of service and/or risk assessment audit guidelines dictate</td>
</tr>
</tbody>
</table>

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