



DECA MANUAL 30-22.01

Integrated Pest Management Manual

Originating Component:	Health & Safety Directorate
Effective:	April 26, 2018
Releasability:	Unlimited. This manual is approved for public release and is located on DeCA's internet website at www.commissaries.com .
Establishes	DeCA Manual 30-22.01, "Integrated Pest Management," April 26, 2018
Approved by:	Alisa R. Wilma, Colonel, Veterinary Corps Director, Health and Safety

Purpose: The purpose of this manual is for the Defense Commissary Agency's (DeCA) Integrated Pest Management (IPM) Program assist in the effective accomplishment of the DeCA mission by:

- a. Establishing policy and guidance for the prevention of pest control problems throughout DeCA. Contains guidance and procedures for the development, implementation, and evaluation of IPM Programs inherent to the Agency's commitment to maintaining all DeCA commissaries in a pest-free environment.
- b. Assigning IPM Program responsibilities DeCA Directive (DeCAD) 30-22.
- c. Establishing policies/procedures for implementation of applicable public law, executive orders, government regulations, and national consensus standards criteria concerning IPM.
- d. Users of this Manual will comply with the policies as defined in DeCAD 30-22 and references listed within this document.

TABLE OF CONTENTS

SECTION 1: General Issuance Information - Guidance for Integrated Pest Management ...	5
1.1. Applicability	5
1.2. Policy	5
1.3. Integrated Pest Management (IPM) Standards	5
1.4. IPM Process	7
1.5. IPM Focus	8
1.6. Goals, Objectives, and Self-Evaluation	8
1.7. Pest Control Records/Log Book Maintenance.....	8
1.8. Records Disposition	9
SECTION 2: Duties and Responsibilities	10
2.1. General.....	10
2.2. Installation Integrated Pest Management (IPM) Support	10
2.3. Director of DeCA.....	10
2.4. Responsibilities of the Director, Public Health and Safety (DeCA MPH)	10
2.5. HQ DeCA Public Health and Consumer Safety Staff (HQ DeCA/MPH).....	10
2.6. Heads of Principal HQ Staff Elements	11
2.7. Area Directors	11
2.8. CDCs and CMPP	11
2.9. Area Consumer Safety Officers	11
2.10. Zone Managers.....	14
2.11. CDC/CMPP Managers and Store Directors.....	14
2.12. CDC/CMPP or Commissary Department Managers and Supervisors.....	15
2.13. CDC/CMPP or Commissary Pest Management Coordinator (PMC).....	15
2.14. DeCA Engineering Directorate.....	16
2.15. DeCA Acquisition Management Directorate.....	16
2.16. DeCA Employees.....	16
SECTION 3: Pest Control Visits and Inspections	17
3.1. General.....	17
3.2. Types of Pest Control Visits/Inspections	18
3.3. General Inspection Procedures	22
SECTION 4: Introduction to IPM	24
4.1. General.....	24
4.2. DoD Requirement	24
4.3. Proactive Approach.....	25
4.4. Alternatives Available for Integrated Pest Management Services.....	25
4.5. Initial Inspection – Establishing a Baseline	25
4.6. Set Action Thresholds	25
4.7. Control Determination.....	26
4.8. Getting Started.....	26
4.9. Risk Categories.....	26
4.10. Initial Assessment (Baseline).....	27
SECTION 5: Surveillance with IPM	28
5.1. General.....	28

5.2.	Implementation.....	28
5.3.	Baseline	29
5.4.	Control.....	29
5.5.	Rodent Visual Inspection.....	30
5.6.	Cockroach Visual Inspection.....	32
5.7.	Flying Insects Visual Inspection.....	32
5.8.	Stored Product Pests Visual Inspection	34
5.9.	Spider Visual Inspection.....	35
5.10.	Bird Visual Inspection	36
5.11.	Squirrel Visual Inspection	36
SECTION 6: Rodent/Insect Control Techniques		38
6.1.	Rodent General	38
6.2.	Rodent Exclusion	38
6.3.	Rodent Trapping.....	40
6.4.	Specific Rodent Trapping Requirements	40
6.5.	Specific Insect Trapping Requirements.....	41
6.6.	Rodent Chemical Control Methods	42
SECTION 7: Other IPM Techniques and Procedures		45
7.1.	Secure Garbage and Trash.....	45
7.2.	Eliminating Unnecessary Storage and Debris.....	45
7.3.	Eliminating Access to Commissary Facilities.....	45
7.4.	Sealing Entry Points	45
7.5.	Cleaning/Sanitation/Housekeeping.....	45
7.6.	Caulking	46
7.7.	Drying	46
7.8.	Housekeeping	46
7.9.	Egress.....	46
7.10.	Identify and Correct Problem Areas	47
SECTION 8: Administrative Areas and Computer Rooms		48
8.1.	Scope.....	48
8.2.	Responsibility	48
8.3.	General Storage.....	48
SECTION 9: Meat Department/Central Meat Processing Plant (CMPP)		50
9.1.	Responsibility	50
9.2.	Receiving and Storage	50
9.3.	Processing Area	51
9.4.	Sales Floor and Display Cases.....	51
SECTION 10: Grocery and Warehouse Department		52
10.1.	Responsibilities	52
10.2.	Warehouse and Receiving Operations.....	52
10.3.	Sales Floor and Displays.....	54
10.4.	Vendor Cooking.....	54
10.5.	Other Applicable Pest Control Areas of Concern.....	54
SECTION 11: Produce Department		56
11.1.	Responsibility	56

11.2. Receiving and Storage	56
11.3. Processing Area	57
11.4. Sales Floor and Display Cases	57
SECTION 12: Customer Service Department	58
12.1. Responsibilities	58
12.2. Check Stand Maintenance and Operations	58
SECTION 13: Deli/Bakery Department	60
13.1. Responsibilities	60
13.2. Receiving and Storage	60
13.3. Processing Area	61
13.4. Sales Floor Displays	61
SECTION 14: Central Distribution Centers (CDC)	63
14.1. Responsibilities	63
14.2. Detection of Rodents in Storage Areas	63
14.3. Detection of Birds in Storage Areas	63
14.4. Detection of Other Animals in Storage Areas	63
14.5. Medical Hold of Infested/Contaminated Items	64
14.6. Sanitation Procedures	64
14.7. Warehousing Practices	64
14.8. Rodent Contamination	65
14.9. Bird Contamination	65
14.10. Miscellaneous Animal Contamination	65
14.11. Inspection of Product	65
14.12. Pest Proofing Storage Facilities	66
Appendixes	
Appendix A Statement of Work – Pest Management Program	67
Appendix B IPM Check Sheet	81
Appendix C Pest/Rodent Control Log	84
Appendix D Pest Management Maintenance Record	85
Appendix E Integrated Pest Management Plan Model	86
FIGURES	
Figure 1 IPM Pyramid	24
TABLES	
Table 1 Contrast Between Old Fashioned Pest Control and IPM	7
Table 2 Sample – Spot Inspector Log	21
GLOSSARY	
G.1. Acronyms	88
G.2. Definitions	89
REFERENCES	92

SECTION 1: GENERAL ISSUANCE INFORMATION GUIDANCE FOR INTEGRATED PEST MANAGEMENT

1.1. APPLICABILITY. This Directive applies to all DeCA activities and all DeCA personnel in accordance with (IAW) Department of Defense (DoD) Directive (DoDD) 5105.55.

1.2. POLICY. It is DeCA's policy that:

a. The effectiveness of the DeCA IPM Program depends upon the degree of emphasis placed on the program by the DeCA Director, functional process owners (FPO), area directors, zone managers, central distribution center (CDC)/central meat processing plant (CMPP) managers, store directors, and supervisors, who are responsible for the pest control programs. Officials at each management level, including first-line supervisors, shall, to the extent of their authority, comply with United States (U.S.) DoD and DeCA MPH guidance and regulations; and provide DeCA employees and patrons with a pest-free working and shopping environment.

b. All personnel shall comply with all applicable IPM rules and regulations.

1.3. INTEGRATED PEST MANAGEMENT STANDARDS.

a. This Manual provides procedures for the implementation of an IPM plan at a commissary/ CDC/CMPP, Headquarters, off-site Human Resources (HR), Resource Management (RM), Engineers, Contracting, Overseas Processing Point (OPP), etc. Per DoD Instruction (DoDI) 4150.07, these provisions apply to all DoD buildings, structures, property (under DoD control by ownership, permit, lease, license, or other land or facility-use agreement), public works, equipment, aircraft, vessels, and vehicles. Outside the Continental United States (OCONUS), this manual applies where consistent with applicable international agreements, Status of Forces Agreements (SOFA), Final Governing Standards (FGS) issued for the host nations, or, where no such FGS have been issued, the criteria in the Overseas Environmental Baseline Guidance document. The IPM is defined in DoDI 4150.07 as a planned program, incorporating continuous monitoring, education, record-keeping, and communication to prevent pests and disease vectors from causing unacceptable damage to operations, people, property, materiel, or the environment.

(1) Depending on the availability and degree of IPM support, this program may be performed by the installation (with the DeCA Facility management or manager (s) cooperating with their plan), and/or DeCA contracted pest control operator.

(2) This Directive provides procedures for ensuring a well-defined IPM plan is being followed at each of DeCA's facilities (i.e., CDCs, CMPP, and administrative support facilities). It is applicable to all DoD buildings, structures, property (under DoD control by ownership, permit, lease, license, or other land or facility-use agreement), public works, equipment, aircraft, vessels, and vehicles. For OCONUS, it applies where consistent with applicable international agreements, SOFAs, FGS issued for the host nations, or, where no such FGS have been issued, the criteria in the Overseas Environmental Baseline Guidance document. It is incumbent upon all commissary personnel to actively support IPM initiatives and provide resources for implementation.

(3) The elimination and prevention of pests in DeCA facilities requires a comprehensive approach (not viewed solely as a custodial function), whether performed by installation Inter-Service Agreement (ISA) support or by contract.

(4) IPM methods must be safe and cost-effective. The critical components of IPM programs include cleaning, solid waste management, structural maintenance, pesticide application, and occupant education. IPM differs from old-fashioned pest control in many ways (Table 1).

b. DeCA activities shall use and comply with the standards promulgated by DoD and the AFPMB according to Sections 10 and 136 of Title 7, United States Code (U.S.C.); AFPMB Technical Guides 17, 18, 27, 29, and 39; Defense Logistics Agency (DLA) Regulation 4145.31; in all DeCA operations and workplaces, regardless of whether work is performed by installation or contracted personnel.

c. DeCA activities shall ensure compliance with applicable regulatory standards related to the IPM that are issued under statutory authority by DoD or the directives and guidance of the Military Services governing the installation on which the commissary is a tenant activity.

d. DeCA activities occupying joint use facilities with host units will be governed by host agency IPM standards and their IPM plan. However, DeCA activities are not obligated to comply with host agency unique program management requirements. In the event of conflict resulting from this policy, refer the matter to the area consumer safety manager. Conflicts that cannot be resolved between DeCA area consumer safety officers (CSO) and installation/ installation's major command facilities support offices will be elevated to DeCA HQ Health and Safety Directorate. DeCA/MPH will confer with the installation's Pest Management Coordinator for resolution.

Table 1. Contrast Between Old-Fashioned Pest Control And IPM

Element	Old-Fashioned Pest Control	Integrated Pest Management
<i>Program Strategy</i>	Reactive	Preventive pest control
<i>Customer education</i>	Minimal	Extensive
<i>Potential liability</i>	High	Low
<i>Emphasis</i>	Routine pesticide application	Pesticides used when exclusion, sanitation, etc. are inadequate
<i>Inspection and monitoring</i>	Minimal	Extensive
<i>Pesticide application</i>	By schedule	By need
<i>Insecticides in occupied spaces</i>	Sprays and aerosols	Baits
<i>Application of sprayed insecticides</i>	Surface treatment	Mostly crack and crevice
<i>Use of insecticide space spraying and fogging</i>	Extensive	Minimal
<i>Rodent control</i>	Emphasis on rodenticide	Emphasis on trapping, sanitation, and exclusion
<i>Bird control</i>	Emphasis on avicide	Emphasis on exclusion

1.4. IPM PROCESS. The IPM process is mostly common sense. The challenge lies in having enough patience and skill to gradually replace old attitudes and habits (Table 1). Each pest problem, great or small, usually presents the commissary management with six basic tasks:

a. Understanding and Educating the Facilities Worker. Most pest control in and around the commissary, CDCs, CMPP, and administrative buildings is foremost a service to the patrons and DeCA employees and is performed to prevent negative opinions regarding sanitation and cleanliness and to ensure that we are providing a quality product for sale and a healthy workplace. As in any service occupation, the ability to listen to the concerns of both our DeCA personnel and our patrons is absolutely essential to the success of this program.

b. Analyzing the Pest Problem. It is fairly simple to identify most pests and why they are present, but an understanding of structural engineering and design may be needed to determine the source of an infestation.

c. Taking Short-Term Corrective Action. Although IPM emphasizes a “preventive maintenance” approach to pest problems, the real world often demands immediate corrective action. In many cases, the use of pesticides for this purpose is unavoidable. However, all concerned must understand that every corrective action will employ the least toxic method. Commissaries who use their Government Purchase Card (GPC) card to procure emergency pest control have the responsibility to first contact the appropriate installation pest control program manager to get authorization and then to subsequently report any pesticides that may be used by this pest control service provider to this same installation authority for inclusion in their pesticide usage report.

d. Implementing Long-Term Preventive Action. Ongoing, “built-in” control actions indirectly reduce pests by minimizing their food, harborage, and access. These actions are the heart of the IPM process and a fundamental measure of its success. Sanitation and exclusion may be difficult to plan, coordinate, and execute but are critical for success. For IPM to work, those responsible for sanitation and building maintenance must cooperate with the pest controllers.

e. Monitoring, Documenting, and Evaluating Results. DoD pest control reporting systems must also include non-chemical control, which must be documented. Accurate record keeping of all aspects of pest control is an integral part of any IPM program and is necessary to measure results.

1.5. IPM FOCUS. The IPM is a proactive approach to pest control; not a reactive control strategy.

a. It is a systematic approach which includes:

- (1) Building design
- (2) Building maintenance and exclusion practices
- (3) Housekeeping/Sanitation
- (4) Inspections/Monitoring
- (5) Chemical control methods
- (6) Habitat management

b. Early detection is essential to optimize corrective control measures. Inspection and monitoring provides information necessary to develop control strategies.

c. Correct and accurate identification of pest species is essential for control.

d. Referencing previous historical reports is a valuable tool and is useful in identifying seasonal infestations. Complaints and reports of “sightings” are also valuable tools.

1.6. GOALS, OBJECTIVES, AND SELF-EVALUATION. HQ DeCA will establish Agency IPM goals and objectives, and evaluate the effectiveness of IPM programs at all Agency levels. Area directors will establish their goals and objectives and will evaluate the implementation of agency/area programs and strategies.

1.7. PEST CONTROL RECORDS/LOG BOOK MAINTENANCE. Each facility will maintain a Pest Control Record file to singularly provide a comprehensive collection of relevant pest control documentation required to depict their IPM program activities. These files are subject to the DoD Freedom of Information Act (FOIA) program. The facility’s PMC is responsible for the maintenance of this IPM Pest Control file. The IPM Pest Control file will contain:

- a. Schematic diagram of facility
- b. Pest/Rodent Control Log
- c. IPM Check Sheet
- d. Sign-in/out log
- e. Pest Sighting Log

1.8. RECORDS DISPOSITION. Dispose of records prescribed by this Manual according AFPMB Technical Guide 39.

SECTION 2: DUTIES AND RESPONSIBILITIES

2.1. GENERAL. Directors, managers, supervisors, employees, and public health and consumer safety personnel should be knowledgeable of their responsibilities as outlined in this Manual.

2.2. INSTALLATION IPM PEST CONTROL SUPPORT. Installation pest control support will be established IAW local support agreements. For OCONUS, this Manual applies where consistent with applicable international agreements, SOFAs, FGS issued for the host nations, or, where no such FGS have been issued, the criteria in the Overseas Environmental Baseline Guidance document. DeCA commissary management will review their ISA DoDI 4000.19, Support Agreements and DeCAD 70-12, annually to determine level of support and determine effectiveness of support.

2.3. DeCA DIRECTOR. The DeCA Director has the overall responsibility for the pest control of all DeCA activities.

2.4. RESPONSIBILITIES OF THE DIRECTOR, HEALTH AND SAFETY. The Director, Health and Safety (MPH) has responsibility for implementing this Directive, and establishment of effective policies that ensure compliance with existing DoD Directives for pest control programs.

- a. Provide oversight and recommend actions that guide the effective implementation of the Agency's IPM Pest Control directive and manual, as required.
- b. Monitor inspection reports and direct CSOs to assist commissaries and CDCs in reducing identified pest control problems.
- c. Allocate sufficient HQ and area CSO resources to oversee a viable pest control surveillance program.

2.5. HQ DeCA HEALTH AND CONSUMER SAFETY OFFICER STAFF (DeCA/MPH). HQ DeCA/MPH shall:

- a. Function as the principal advisors and technical authorities to the Agency Director and their staff on all IPM efforts within the Agency.
- b. Evaluate and comment on Agency policies, standards, and procedures related to DeCA-wide IPM programs.
- c. Interface with DoD, military services, and DeCA Facilities Engineers to enforce the Armed Forces Pest Management Board (AFPMB) Technical Guide 17, and provide guidance to commissaries, CDCs, and CMPP that enables them to better conduct IPM activities.

- d. Request resources necessary to implement a viable IPM program.
- e. Develop/procure and distribute IPM pest control information and other IPM promotional material.
- f. Support the other area CSOs. HQ MPH Lead CSO will assign to the area Consumer Safety Officers their primary and alternate areas of responsibility for this program.

2.6. HEADS OF PRINCIPAL HQ STAFF ELEMENTS. Heads of principal HQ staff elements shall ensure that all actions affecting the IPM Pest Control of DeCA s and facilities and IPM policy are coordinated with HQ DeCA/MPH.

2.7. AREA DIRECTORS. Area directors shall:

- a. As the senior official in the area, they have the overall responsibility for effective implementation of the IPM Pest Control Program within their area.
- b. Allocate sufficient resources to fund an active and viable IPM pest control program.
- c. Cooperate and coordinate with area CSOs to establish procedures to evaluate the effectiveness of area IPM pest control programs, identify significant problem areas, and set priorities for corrective actions.
- d. Ensure formal inspection reports, according to instructions in this Manual/other instructions, are provided to area CSO.
- e. Monitor the development and implementation of IPM programs within their respective area.
- f. Ensure open communication occurs with the assigned area CSO on all area pest control related matters.
- g. Ensure pest control includes a review of all area activity construction and modification project blueprints. The area CSO must participate in the final acceptance inspection of DeCA facilities.

2.8 CMPP and CDC. CMPP and CDC Managers shall:

- a. This will include both logistics supports branches: Overseas Distribution Division (ODD) (Europe Branch) and (Pacific Branch).

- b. The Overseas Distribution Division Manager has direct management oversight of all, CMPP and CDCs branches.
- c. The managers will have the overall responsibility for effective implementation of the IPM Pest Control Program within their areas.
- d. Cooperate and coordinate with area CSOs to establish procedures to evaluate the effectiveness of area IPM pest control programs, identify significant problem areas, and set priorities for corrective actions.
- e. Ensure formal inspection reports, according to instructions in this Manual/other instruction, are provided to area CSO with a copy to the Director of Logistics.
- f. Monitor the development and implementation of IPM programs within their respective area.
- g. Ensure open communication occurs with the assigned area CSO on all area pest control related matters.

2.9. AREA CONSUMER SAFETY OFFICERS. Area CSOs shall:

NOTE: Area CSOs are organizationally assigned to the DeCA Health and Safety Directorate and are allocated to provide primary support to a specific DeCA area office, with secondary support to all other DeCA locations.

- a. Function as the principal staff advisor and technical authority to their assigned area director and staff in planning, organizing, directing, and evaluating all IPM pest control efforts within the area.
- b. Assist in developing or develop draft policies, standards, and procedures (if needed or directed by area office senior staff) for the area director/staff execution to implement area-specific pest control efforts.
- c. Interpret policies and procedures, and provide guidance to area staff elements and subordinate activities to enable them to conduct pest control activities.
- d. Establish and maintain a viable IPM/pest control awareness/education program within their assigned area. Coordinate with area office staff to ensure IPM/pest control subjects are incorporated into the agendas of area-sponsored conferences and training workshops for zone managers, store directors, CDC and CMPP managers, customer service, management support, produce, grocery, and meat department managers, etc.

e. Conduct program evaluations, compliance inspections, and staff assistance visits of DeCA activities within their assigned area and other locations as assigned by DeCA HQ MPH. Review copies of host pest control inspections or visit reports to ensure corrective actions are adequate and identify deficiencies, when needed.

f. Ensure all DeCA pest infestations are investigated by qualified pest control professionals. Establish a reliable system to ensure prompt notification of pest infestations throughout the chain of management up to HQ DeCA MPH for all serious infestations.

g. Review pest control inspections submitted by installations to ensure thoroughness of IPM pest control and that corrective actions are appropriate and effective. As required, forward copies of pest infestation reports to DeCA HQ MPH.

h. Provide hands-on localized training and may serve as a platform instructor/trainer during agency/area office sponsored pest control training courses.

i. Provide budget information to DeCA/HQ MPH for the IPM related resources necessary to implement a viable program within their area.

j. Collect, analyzes, and disseminates area, zone, and subordinate site-specific pest control information. An area pest infestation corrective actions report will be provided to DeCA HQ MPH no later than (NLT) seven calendar days following implementation of those actions.

k. Present an annual plan to DeCA HQ MPH to identify pest control strategies and program goals based on area pest infestation trends.

l. Establish and maintain liaison with installation IPM Pest Control within their area of responsibility (AOR) and Military Service representatives to ensure cooperation on matters of mutual concern.

m. The area CSO will participate in the final acceptance inspections of new and modified facilities.

n. Coordinate with the area ISA support manager to review ISA's as needed. Coordinate with contracting/resource management representatives to review contracts/performance work statements (PWS) (e.g., shelf stocking, receiving/storage/holding and custodial services), as needed. Any changes also need to be coordinated through the subject matter expert (SME) and executive director responsible for signing off on the support agreement ISAs.

o. Consult with DeCA HQ MPH Health/Lead CSO on problems that cannot be resolved locally.

p. Provide a new CDC/CMPP manager or store director with an initial briefing (telephonically or site-visit) on the pest control status of the facility/commissary (e.g., past

infestations, known pest control deficiencies or program oversights, ongoing installation issues, training shortfalls).

2.10. ZONE MANAGERS. Zone managers shall:

- a. Assess/observe the overall pest control culture of facilities within their AOR.
- b. Act as the liaison with the installation command, as needed, to fulfill ISA and needed IPM pest control services and support.
- c. Promote, implement, and ensure compliance with IPM pest control criteria.
- d. Provide added zone level implementation instructions, if needed, to area guidance.
- e. Ensure that the area CSO is advised of all pest control related matters.

2.11. CDC/CMPP MANAGERS AND STORE DIRECTORS. CDC/CMPP managers and store directors shall:

- a. Establish, manage, and actively support the IPM pest control requirements and policies in this Manual. Maintain overall accountability/responsibility for IPM pest control within the facility.
- b. Appoint a Pest Management Coordinator (PMC) (someone who has the authority to cross departmental lines of responsibility) and an alternate. Appointment of an alternate PMC representative is optional in commissaries, CDCs, or administrative support facilities with fewer than 40 employees. The PMC will forward copies of appointment letters to the Area CSO.
- c. Ensure pest infestations complaints are investigated, reported, positive corrective actions are taken, and that copies of all pesticide applications are recorded and forwarded to the area CSO. Ensure that the PMC is providing the Department of Public Works (DPW) office with accurate pest surveillance and pesticide application records (as applicable) in a timely manner.
- d. Review all pest control inspection reports, ensuring corrective actions are adequate and completed promptly.
- e. Ensure that the responsibilities of the quality assurance evaluator (QAE), in conjunction with the project manager, are in conformance to the criteria outline in PWS for all contracted activities.

2.12. CDC/CMPP OR COMMISSARY DEPARTMENT MANAGERS AND SUPERVISORS. CDC/CMPP or commissary department managers and supervisors shall:

- a. Educate and train assigned personnel on proper and established sanitation policies.

b. Perform or assist in completing periodic pest control oriented inspections of their areas, taking action to correct discrepancies, or reporting known problems which are beyond their control to the next higher level supervisor.

c. Ensure a clean, clutter-free, and healthful work environment is maintained and instruct subordinates on established sanitation standards.

d. Investigate and report pest sightings promptly. Supervisors are responsible for contacting the PMC so that all pest sightings can be entered into the facility's pest control log book.

e. Ensure only properly trained and authorized pest control contactors perform pest control operations within their area of responsibility.

2.13. CDC/CMPP OR COMMISSARY PEST MANAGEMENT COORDINATOR (PMC) (COLLATERAL DUTY). CDC/CMPP or commissary PMC shall:

a. Implement the activity IPM Pest Control Program for the facility manager or store director.

b. Conduct (may obtain assistance from supervisors/employees of area being inspected to aid in pest infestation identification and abatement) and document the following inspections (see section 3 for details):

(1) Monthly spot pest control inspections according to section 3, paragraph 2.k.

(2) Special pest control inspections if directed by the installation, area, or HQ DeCA.

(3) Perform and document follow-ups each month until all open pest control inspection findings are corrected.

c. Maintain the facility pest control log book as outlined in Appendix C.

d. Notify the area CSO whenever installation Medical Food Inspectors (MFIs) identifies a critical finding due to pest infestation in any DeCA facility or operation. Notification will be by the most expeditious means available.

e. Keep the facility manager or store director informed on all matters that affect the pest control operations. Assist the facility manager or store director and department managers in resolving problems identified in Food Sanitation inspections, IPM pest control recommendations or findings, and contractor initiated IPM reports. The commissary PMC will brief a new store director on past pest infestations, status of pest control deficiencies noted in past food sanitation inspections, installation IPM pest control points-of-contacts, pending work orders for correction of pest control harborages, repairs, sealing, etc.

f. Assist supervisors with investigating and reporting of all pest infestations. Immediately notify the Area CSO of any pest infestation that necessitates the issuance of a DeCA Interest Report (DIRep).

2.14. DeCA ENGINEERING DIRECTORATE. The DeCA Engineering Directorate will notify the area CSO of new facility design and/or construction elements, so that they can review them for any potential sanitation or pest control issue that could be created.

2.15. DeCA ACQUISITION MANAGEMENT DIRECTORATE. The DeCA Acquisition Management Directorate will notify the Area CSO of new facility and/or maintenance and custodial contracts so that they can be better prepared to address potential sanitation or pest control issues.

2.16. DeCA EMPLOYEES. All DeCA employees are required to:

a. Comply with sanitation standards and applicable IPM pest control guidance designed for reduction or elimination of pest infestations.

b. Report conditions, equipment, and practices that encourage pest infestations to their supervisor.

c. Report all pest sightings to their supervisor. Reporting should be done at the time of the occurrence or as soon as possible thereafter and documented in the pest sighting log.

d. Show support for this program DeCAD 50-7.1 and DeCAD 50-4.

SECTION 3: PEST CONTROL VISITS AND INSPECTIONS

3.1. GENERAL. DeCA MPH (HQ or Area), MFI, or installation pest control personnel can conduct IPM pest control visits to assist DeCA activities in resolving specific problems (e.g., conduct training, review pest infestations, evaluate pest control procedures) or to assess their overall pest control program.

a. Pest control inspections are performed to evaluate compliance with established pest control requirements, identify conditions that may encourage infestations, determine extent of infestations, and to recommend corrective actions.

b. Pest control inspection reports shall identify deficiencies (with explanation as to how they were created) and interim/final corrective action strategies to eliminate/control the infestation.

c. A follow-up system is used to ensure that identified discrepancies are corrected and efforts are initiated to preclude recurrence.

d. Announced or unannounced inspections of DeCA activities by MFIs or installation pest control personnel are authorized.

e. Installation pest control representatives shall be admitted to conduct inspections of DeCA workplaces at reasonable times and in a reasonable manner, without delay.

(1) Local DeCA managers should confer with the representatives to ensure that the purpose of their visit is solely in the interest of DeCA and not part of an installation-wide inspection.

(2) As a tenant organization and a DoD Agency, DeCA facilities should not be consolidated with installation level pest control inspections not authorized as part of the ISA agreement.

f. Activity formal responses to any Installation inspection report will be forwarded through the area director, Attention: CSO, to the Installation office that conducted the inspection.

g. Using DIRep, DeCA activities will inform DeCA MPH of any direct contact with officials of Federal Department of Agriculture (FDA) or United States Department of Agriculture (USDA) regarding inspections or reports of unsafe or unhealthful conditions in DeCA workplaces attributed to pest infestations. DIRep events are to be reported NLT the end of the first business day following the discovery of the event. (Refer to OneNet/Employee Support, for DIRep instructions.)

h. DeCA management officials will attempt to provide immediate on-the-spot correction to any hazardous condition/act discovered during any inspections. If on-the-spot correction of conditions cannot occur, steps will be taken until the risk has been permanently abated.

i. Food Safety Program Assistance and Review (FSPAR) Evaluations. Food safety program evaluations of subordinate command level activities will be conducted every 3 to 4 years (i.e., HQ DeCA to areas, areas to commissaries, Overseas Distribution Division Managers to CDCs/CMPP).

(1) This comprehensive program evaluation will focus on policy/procedure development and implementation of the various food safety subprograms within the command/activity to ensure conformance to FDA, DoD, and DeCA food safety criteria.

(2) Area CSOs will forward their after action report to the inspected facility with a copy provided to DeCA MPH and to the deputy area director, zone manager, and Overseas Distribution Division (ODD) manager.

(3) If a corrective action report (CAR) is required, a suspense of 30 days from the date of the written report will be established to ensure timely implementation of correction action.

(4) In addition, the facility's CAR will be electronically forwarded to the area CSO with a copy provided to the zone manager, the deputy area director, and the ODD manager.

(5) A single suspense extension of up to 30 days can be granted by the DeCA area CSO.

3.2. TYPES OF PEST CONTROL VISITS/INSPECTIONS. DeCA activities are subject to area CSO pest control visits; and installation MFI inspections.

a. FSPAR Visit. A scheduled FSPAR visit conducted by the area CSO or HQ DeCA MPH staff will focus on specific problem areas, facilities, surveys of equipment, contracted housekeeping work practices, and the administration of the overall food sanitation and pest control programs.

(1) For visits conducted by DeCA area CSO, local management will be out-briefed by the CSO. The after action report will be prepared as soon as possible and forwarded to the facility (with a copy forwarded to the deputy area director and zone manager), and if a corrective action report is necessary from the commissary it will have a 30-day suspense.

(2) A single suspense extension of up to 30 days can be granted by the DeCA area CSO.

b. An FSPAR visit is defined as a formal inspection.

(1) Other limited food sanitation visits include staff assistance visits, walk-through surveys, awareness briefings for management and staff, and risk management consultations that will enhance the food safety and pest control operations at the facility.

(2) All of these inspections also include elements of pest control program oversight.

c. Should the installation pest control office conduct official visits to local DeCA activities, DeCA area CSOs will still conduct, at a minimum, a FSPAR food safety program evaluation (as noted in section 3, paragraph 1.i.) of that activity every 3 to 4 years.

d. The CMPP and CDCs are required to be visited at least every 3 to 4 years by the DeCA area CSO.

e. Completed reports are provided to the activity manager and may or may not require a reply that details corrective actions taken.

f. Deficiencies noted by DeCA area CSOs will include as part of the finding statement that deficiencies standard reference Tri-Service Food Code, As Adopted for Use by the U.S. Air Force and by the U.S. Army Veterinary Command (VETCOM), reference AFPMB Technical Guide 18, "Installation Pest Management Program Guide," and this manual. If the deficiency is a critical finding resulting in closure of the facility, the area CSO will immediately contact (via telephone or email) HQ DeCA MPH.

g. If installation MFI officials conduct the inspection, commissaries, CDCs, and the CMPP will forward a copy of the inspection report, with corrective actions taken or contemplated, to their area CSO with a copy to their ODD manager. The area CSO and DeCA MPH will be notified immediately of any critical (imminent health threat) findings assigned by host MFIs.

h. Self Pest Control Facility Inspection. In commissaries, CDCs, and the CMPP, a facility self-inspection, using the IPM Check Sheet, will be conducted by the activities PMC. If available, the sanitation coordinator should accompany the PMC for better continuity of oversight and thoroughness.

(1) This inspection will be conducted on a quarterly basis unless a comprehensive assessment of the facility was already performed during the same quarter by the area CSO (see section 3, paragraph 2.a.).

(2) This inspection will include facility sanitation, housekeeping, excess equipment and storage, and overall physical condition of the commissary.

(3) The IPM Check Sheet (Appendix B) will be used to perform this inspection.

i. The inspection will document what was found and what actions are being taken to correct deficiencies. Copies of this report will be provided to the area CSO.

j. Upon review of the report, the area CSO will determine if the deficiencies warrant a follow-up onsite visit to confirm the findings. Any findings that are deemed critical by the area CSO will be immediately reported to DeCA MPH by email.

k. Pest Control Spot Inspections. Spot inspections will be conducted in commissaries, CDCs, and the CMPP once a month by the PMC and are usually not announced. As a best

practice, the commissary PMC can acquire the use of other personnel to accompany them on these monthly spot inspections. Normally, the PMC will inspect for a specific “high interest item” infestation condition (as supplied by area CSO) or check on the status of an ongoing pest control issue. Examples of spot inspections include, but are not limited to, the following:

- (1) Entrances and loading dock doors closed when not in use.
- (2) Dumpster lids are closed.
- (3) If present, rodent bait stations and traps are properly serviced.
- (4) Warehoused or stocking products/pallets placed with a “sanitation line” clearance space between product and the wall.
- (5) Space around outside of building cleared so that rodents are discouraged from entering the commissary.
- (6) Employee break-area is free from litter and properly maintained.

1. A listing of any pest control findings noted will be given to the department manager for correction. A log, such as the sample shown in Table 2, may be used to document these inspections. Regardless of the log or form used, spot inspection documents will contain the following information:

- (1) Date.
- (2) Inspector.
- (3) Function inspected.
- (4) Personnel contacted.
- (5) Discrepancy.
- (6) Remarks.
- (7) Date corrected.

Table 2. Sample – Spot Inspection Log

DATE	INSPECTOR	FUNCTION INSPECTED	PERSONNEL CONTACTED	DISCREPANCY	REMARKS	DATE CORRECTED
1-05-2013	Mr. Snuffy	Warehouse	Ms. Guided	Pallets up against wall	Corrected on-the-spot	1-05-2013
2-10-2013	Mr. Snuffy	Break area	Mr. Mister	Food and debris on floor	Housekeeping notified and area cleaned	2-10-2013
3-19-2013	Mr. Snuffy	Outside loading dock area	Mr. Greenjeans	Bushes overgrown and need trimming	Contractor contacted to trim bushes	Estimated completion date 3-20-2013
4-16-2013	Mr. Snuffy	Dairy Dept	Mr. Moomoo	Spilled milk not cleaned up	Corrected on the spot	4-16-2013

m. Information from these spot inspections shall be shared with the department manager. Serious problems identified will be immediately reported to the store director, CDC manager, CMPP manager, and DeCA area CSO for additional assistance and guidance.

n. Special Pest Control Inspections. HQ DeCA MPH, area, zone, CDC, CMPP, store director, or administrative facilities manager may direct a special inspection of departments, operations, or a specific contractor/ISA issue as a result of adverse performance or pest infestation to determine if a suspected escalation is occurring. The PMC and other personnel required to accomplish this focused inspection in a timely manner will be assigned at the store director's discretion so as to not interfere with normal commissary operations.

o. Federal Inspectors FDA, USDA, etc. FDA officials, acting as representatives of the U.S. Department of Health and Human Services, and USDA inspectors are authorized to conduct announced and unannounced inspections of all DeCA facilities.

(1) Ensure FDA/USDA inspectors show credentials.

(2) Ensure FDA/USDA inspectors provide commissary management with a notice of inspection.

(3) A representative from the activity's management staff and/or the activity's sanitation coordinator and PMC (if pest control is identified as the reason for the visit) will accompany the Federal inspectors at all times while the inspectors are in any DeCA facility.

(4) Immediately contact HQ Health and Safety Directorate, through the chain of command, when an inspector other than DoD appears at the commissary, CDC, CMPP, or supporting administrative facilities for an inspection.

(5) If the Federal inspector issues a notice of an unhealthful condition, the facility manager, with assistance from the area CSO, shall develop a corrective action plan(s) for resolution of the pest control/sanitation situation.

(6) Within 2 workdays after completion of a Federal inspection of a DeCA activity, the store director, CDC manager, CMPP manager, or DeCA support agency facility manager will provide the following information through the area CSO, up to DeCA HQ MPH:

- (a) Workplace visited.
- (b) Date(s) of inspection.
- (c) Name(s) of inspector.
- (d) Agency of inspector (e.g., FDA or USDA), office address, and phone number.
- (e) Reason for the visit; i.e., employee complaint, targeted activity.
- (f) A summary of the results of the inspection and information on citations issued, if any.
- (g) Problems encountered or anticipated, if any.
- (h) Any other information requested by higher HQ.

p. Federal Inspections of the Host Installation. Should a Federal inspector be escorted to the DeCA activity by a host installation representative to inspect the facility as part of the host installation-wide targeted inspection action, take actions to inform the Federal compliance officer that DeCA does not belong to the installation for reporting purposes.

(1) DeCA, as a separate DoD component agency should not be included in any installation targeted programs.

(2) Recommend that the area CSO be contacted to confer with the Federal inspection representative.

q. Comprehensive Self-Assessment. DeCA activities may use the tool provided in Appendix B to conduct a self-assessment of their IPM program. Deficiencies/gaps detected that cannot be corrected locally should be communicated with their area CSO to obtain their assistance.

3.3. GENERAL INSPECTION PROCEDURES.

a. When conducting pest control visits or inspections, CSO shall review the status of any uncorrected pest control problems identified by previous pest control inspections, installation IPM reports, or MFI sanitation inspections. Additionally, a review of compliance with

installation IPM pest control program requirements (if provided), survey of any contracted pest control services (if contracted), and observance of the elements of the IPM program in daily operations at that facility will be conducted. The inspector shall consult with employees at the work location. Employees will be given the opportunity to inform the inspector of any pest infestation condition that they believe exists. Consumer safety pest control visits or inspections shall be conducted with the least amount of disruption of operations as possible.

b. If an “imminent health hazard” situation is identified in any operation, the CSO will determine if the health risk can be abated immediately. If immediate abatement is not possible, the facility manager will be advised to immediately discontinue the operation and at least execute interim actions that will reduce the risk to employees or patrons until the condition can be completely abated.

c. Formal inspections must be documented. Follow-up on open deficiencies identified on the report will be made at least every 30 days until all are corrected. Inspectors may use any local inspection report form or plain bond paper to document them as long as the report identifies the following:

- (1) Inclusive date(s) of the inspection.
- (2) Name of inspector.
- (3) Area or function within the facility that was inspected.
- (4) Listing of deficiencies or violations that were found.
- (5) References cited for the noted violations.
- (6) Conditions that led to the deficiency.
- (7) Recommended actions or corrective actions taken (if corrected immediately).

d. For inspections conducted by DeCA Health and Safety or CSO, a report may be prepared by the inspector if there are violations which are not corrected immediately. Such a report shall be issued NLT 30 days after completion of the inspection.

SECTION 4: INTRODUCTION TO INTEGRATED PEST MANAGEMENT

4.1. GENERAL. Integrated Pest Management (IPM) is a technique that prevents or controls pests and disease vectors that may adversely affect the health of employees or patrons, damage structures, material or property.

4.2. DoD REQUIREMENT. IPM was implemented in DoD pest management programs in 1996. DoD's strategic plan for environmental security mandated a 50 percent reduction in pesticide use by 2000, a goal that was accomplished. A current Office of the Under Secretary of Defense Measure of Merit requires continued reduction in pesticide use. The required strategy to accomplish this goal includes expanding existing IPM practices. Properly implemented, IPM can accomplish the following measures.

- a. Minimize harm to human health and the environment
- b. Reduce the need for pesticides
- c. Minimize pest resistance
- d. Minimize pesticide waste

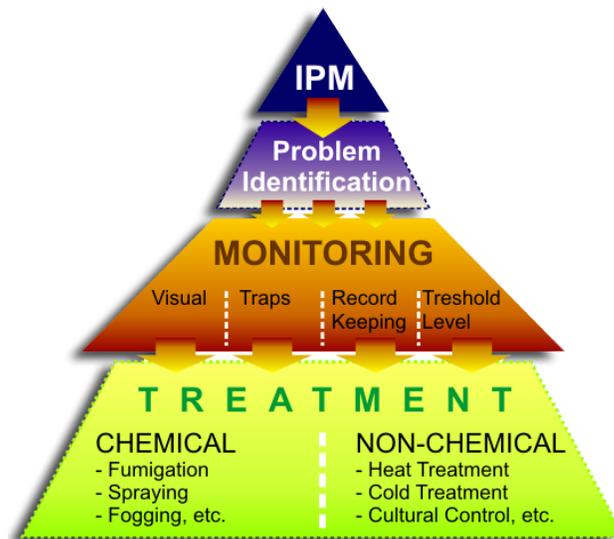


Figure 1. IPM Pyramid

4.3. PROACTIVE APPROACH. IPM is not a single pest control method but, rather a series of pest management evaluations, decisions and controls. Conventional pest control is typically reactive, ignoring the reasons why pests are present. The methodology used in IPM is to first identify specific pest infestations. Once this is done, a plan is developed to control these infestations with short-term solutions which might include limited pesticide use. Long term solutions to reduce or eliminate the causes of infestation will often include structural modification.

4.4. ALTERNATIVES AVAILABLE FOR IPM SERVICES. There are several alternative resources available to DeCA CDCs, CMPP, DeCA administrative support agency facilities, and commissaries when it comes to pest control support. These are listed below in order of precedence:

- a. Installation supported IPM plan, which includes pest control for the DeCA commissaries, CDCs, CMPP, and DeCA administrative support agency facilities.
- b. Installation contracted IPM support, which includes pest control for the DeCA commissaries, CDCs, CMPP, and DeCA administrative support agency facilities.
- c. DeCA contracted IPM support, when the installation has provided a written statement that they cannot support the DeCA commissaries, CDCs, CMPP, and DeCA administrative support agency facilities.
- d. Emergency (non-recurring) pest control purchased with the commissaries GPC.

4.5. INITIAL INSPECTION – ESTABLISHING A BASELINE. The PMC will coordinate the initial pest control inspection with the commissary, CDC, CMPP, or DeCA administrative support agency facility's pest control authority (installation and/or contracted pest control service). The initial inspection will answer these questions:

- a. What specific pests are problems and what is the level of infestation?
- b. What is the level of sanitation at the facility and is it adequate?
- c. What structural problems are contributing to infestations?
- d. Are there work orders established addressing any facility problems?
- e. Are work orders being tracked and follow-up occurring?

4.6. SET ACTION THRESHOLDS. Before taking any pest control action, IPM first sets an action threshold, a point at which pest populations or environmental conditions indicate that pest control action must be taken. Sighting a single pest does not always mean control is needed.

Not all insects and other living organisms require control. The level at which pests will either become an economic threat is critical to guide future pest control decisions.

4.7. CONTROL DETERMINATION. Once monitoring, identification, and action thresholds indicate that pest control is required, and preventive methods are no longer effective, IPM programs then evaluate the proper control method both for effectiveness and risk. Effective, less risky pest controls are chosen first, including pheromones to disrupt insect pest mating, or mechanical control, such as trapping or sticky traps for rodents. If further monitoring, identifications, and action thresholds indicate that less risky controls are not working, then additional pest control methods would be employed. From an economic and ecological standpoint, IPM is based on the “economic threshold” concept that management action is taken only when potential losses due to pest populations exceed costs of controls available to reduce the populations.

4.8. GETTING STARTED. Most pest problems in a commissary are discovered and reported by the employees. Subsequent Installation and/or contracted pest control inspection of specific areas where pests have been reported should provide answers to these questions:

- a. How are the pests getting in, and can this access be eliminated?
- b. What food source or other attractant has drawn the pests and can this source be eliminated?
- c. Where exactly are the pests living, and can these sites be physically altered, removed, or treated with traps or chemicals?

4.9. RISK CATEGORIES. Remember that the key to any IPM program is that it applies to the entire commissary. This includes the roof and below ground level. The false ceilings and any tunnels or crawlspaces that might run beneath the commissary must be inspected. Every level of the building and its immediate surroundings must be included and monitored/inspected.

- a. The first step for an IPM program is to divide the commissary into three risk categories:
 - (1) High Risk - Areas with greatest risk of compromising food safety from pest activity
 - (2) Sales floor
 - (b) Warehousing areas
 - (c) Food preparation areas
 - (d) Garbage/refuse container area

(3) Intermediate Risk – Areas where the risk of pests compromising food safety exists, but is not so great.

- (a) Freezer/refrigeration units
- (b) Equipment/supplies storage area
- (c) Receiving area for raw and packaged foods

(4) Low Risk – Areas of minimal risk to food safety.

- (a) Office spaces
- (b) Front end/cashier area
- (c) Parking lot/building exterior perimeter

4.10. INITIAL ASSESSMENT (BASELINE). The next step lays the ground work for the entire IPM program. It is normally performed by the pest control operator, but commissary, CDC, CMPP, or DeCA administrative support agency facilities personnel are encouraged to get involved in the process. It is called the initial assessment of pest problem.

- a. Species identified (rats, mice, birds, feral animals, etc.)
- b. Locations (sightings, evidence of activity)
- c. Numbers (approximation – high, medium, low, a few, many, etc.)
- d. Extent of infestation (one area, several areas, everywhere)
- e. Potential risk to food safety
- f. Proposed control measures (traps, baits, tracking powder, sanitation, etc.)
- g. Potential entry routes identified
- h. Exclusion recommendations
- i. Sanitation recommendations
- j. Storage/warehousing recommendations
- k. Monitor adjacent properties (especially if unoccupied or under construction)

SECTION 5: SURVEILLANCE WITH IPM

5.1. GENERAL. IPM surveillance requires a thorough inspection be made before and after pest management treatments in order to determine the presence and abundance of pests or disease vectors. Surveys will include potential harborage areas, structural deficiencies, and identify areas that are either sensitive (e.g. sales floor) and/or potential health risks locations (e.g. food preparation) regarding pest control applications.

5.2. IMPLEMENTATION. Use IPM with scheduled monitoring to determine if and when treatments are needed and employ physical, mechanical, cultural, biological, genetic, regulatory chemical and educational tactics to keep pest numbers low enough to prevent unacceptable damage or impacts.

a. In the majority of cases, the IPM plan will provide the commissary, CDC, CMPP, and DeCA support administrative facilities with all necessary pest control support.

b. Pest control service shall comply with all required IPM program requirements stated in DoD 4150.7.

c. Should the installation be unable to provide IPM support, DeCA commissary contracting officer (KO), CDC manager, CMPP manager, or DeCA support administrative facilities manager contact their appropriate KO, to contract IPM support using the provided Statement of Work (SOW) (Appendix A). In this event, contractor employees performing pest management work on a DoD installation shall be certified prior to the beginning of the contract under a State plan accepted in the State in which the work is performed. Additionally, the contractor shall provide evidence of training and experience equivalent to that determined by the military services as necessary to satisfy the performance requirements for the particular pest management function to be contracted.

d. The use of short term or other temporary pest management contracts are the last alternative to consider. Not only must these pest control companies comply with the minimal requirements of DoD 4150.7, they must be reviewed as to the cost of acquiring their services. The quality assurance evaluator (QAE) responsible for commissary contracts will get in touch with the DeCA HQ Contracting Directorate to have the contract evaluated with prospective companies to ensure that they meet the requirement of being cost-effective. QAEs who write pest control contracts are required by DoD 4150.7 to be trained as a Pest Management Quality Assurance Evaluator, Performance Assessment Representative (PMQAE or PAR). The GPC may be used for this short term pest control operation. These operations shall only be considered for non-routine, large-scale, or emergency services that the installation cannot address.

e. Pesticide applications shall be reported to the installation IPM coordinator for inclusion in their monthly pest control report and for documentation in the IPM plan. If the commissary, CDC, CMPP, or DeCA support administrative facilities have their own contract, the installation

should be contacted to determine who this information must be reported to in order to fulfill this requirement.

f. Contractors shall comply with State regulatory requirements in the State where the work is performed. All contractor personnel who apply pesticides on DoD property shall be certified in that State. OCONUS facilities will comply with existing Status of Forces Agreement and/or installation agreements reached with that country.

g. Electromagnetic exclusion or control devices, ultrasonic repellent or control devices, and outdoor devices for electrocuting flying insects are not approved for use on DoD installations. However, indoor devices for electrocuting flying insects can be used when selected, purchased, located, and used in accordance with (IAW) AFPMB Technical Guide 36, current edition.

5.3. BASELINE. Use IPM with scheduled monitoring to determine if and when treatments are needed and employ physical, mechanical, cultural, biological, genetic, regulatory chemical, and educational tactics to keep pest numbers low enough to prevent unacceptable damage or impacts.

a. Conduct an “initial” inspection which subsequent monitoring visits in order to establish a viable pest management plan.

b. Once a quality history is developed of the commissary’s status, the frequency of follow-up inspection visits will be determined by the installation and/or contracted pest control company, in compliance with their IPM plan.

5.4. CONTROL. Implement control measures to include the use of pesticides when inspection or monitoring warrants.

a. Conduct follow-up visits to verify effectiveness of control measures.

b. Facility Exterior: Inspection, monitoring, and control shall be provided during each visit. Including rodent bait stations and other devices necessary to monitor the population of rodents around the exterior of the facility.

c. Facility Interior: Inspection, monitoring, and control will be provided during each visit. All areas (with special emphasis on voided areas, basements, and maintenance rooms) will be reviewed. Include monitoring and control devices such as glue boards, tin cats, snap traps (where appropriate/authorized). Chemical control methods that involve the sales floor or food preparation areas must first be approved by the MFI/PMC.

d. Sign In/Out Log: The pest control operator will sign in and out at each visit on a log.

e. As a minimum, the following information must be recorded in the log:

(1) Commissary name and Installation.

(2) Name of pest control technician who provided the pest control service.

(3) The date pest control service was provided.

(4) Any physical modifications or changes within the commissary noted by the pest control operator that could affect the safety or success of the treatment and recommendations on how to remedy the situation.

(5) Record any evidence of infestation/activity.

(6) Record replacements of bait stations, sticky traps, or other pesticides.

(7) Update the "IPM commissary diagram," if changes have occurred.

(8) Record any proofing methods employed or those still outstanding.

(9) Any other information that may be of relevance.

f. Provide a site schematics identifying all inspection/monitoring devices. These should be appropriately identified both on the commissary diagram and on the device.

g. Threshold established (in a single area) for increased control methods. (Incorporated from the DeCA Pest Control Statement of Work):

(1) Rodents: Zero (0) tolerance

(2) Cockroach: Three (3) tolerance

(3) Spiders: Two (2) tolerance

(4) Birds: Zero (0) tolerance

(5) Squirrels: Zero (0) tolerance

h. A sighting log will be utilized to maximize inspection/monitoring/control efforts reporting the pest type and location of the sighting.

5.5. RODENT VISUAL INSPECTION. Inspecting for evidence of rodents is a fundamental early step in IPM. Visual sightings are often the first sign that a commissary has a problem. Reports are very valuable in giving the pest control operator an indication of where they should start.

a. Both rats and mice are nocturnal. If they are seen during the daytime it means they are either short of food, their harborage area has been disturbed, or there are large numbers and food competition is high.

b. Rats dig burrows around foundations, in earthen banks, and in planting beds. They are attracted to debris and food in unsecured waste storage containers. Rat problems originate outside buildings. Rodents usually stay at ground level and below but, if they gain access to wall voids, they may climb to upper floors. Rats have also been discovered within shipment pallets received from distributors.

c. Rats commonly enter buildings through open or poorly fitted doors and windows, unscreened vents, cracks in masonry, or holes gnawed in weather stripping or utility entrances. Pest controllers should report these conditions to the Facilities Maintenance or Public Works Department. Contract specifications should require contractors to notify the contracting office when conditions contributing to pest problems are observed.

d. Mice may enter buildings from the outside, but many mouse problems originate indoors. Mice can also enter DeCA facilities with shipments received from distributors. Although large numbers can build up in food service areas or trash rooms, small numbers can survive practically anywhere. Mice generally nest within 15 feet of their food source and frequently spread through a structure along pipes, cables, and ducts. The increased use of raised flooring for electric cables in telecommunications and computer facilities has greatly increased potential mouse harborage in public and commercial buildings.

e. For mice, a practical control measure for limited areas is blocking access routes into occupied spaces by sealing utility openings or chases. Young mice can squeeze through cracks just wider than one-quarter inch. Entry points can be sealed with caulk, copper mesh, steel wool, or polyurethane foam.

f. Rodent bedding areas normally have a strong pungent odor.

g. The fur coats of rodents are greasy. Areas that they contact on a regular basis (walls, pipes, boxes, etc.) acquire a dark colored smear along the path they travel.

h. Freshly gnawed wood is another indicator of recent rodent activity.

i. Rodent droppings are normally one of the first signs a commissary has a rodent infestation.

(1) Rat – Droppings are spindle shaped, 10-12 mm long and about 5 mm in diameter.

(2) Mice- Droppings are 4 mm long and thinner than rats, at about 1mm in diameter.

(3) Appearance. If the droppings are soft and shiny it indicates recent activity. If they appear to be dull and crumbly, then they signify old activity.

(4) Many dropping of various sizes all grouped within a small area is an indication that there is a breeding population present.

5.6. COCKROACH VISUAL INSPECTION. Two species are responsible for most pest complaints and pesticide use in public and commercial buildings in the United States: the “German” and the “brown-banded” cockroaches, each less than three-quarters inch in length.

a. Although it is widely believed that these insects can never be eradicated from a grocery store, strong sanitation programs and removal of harborages can result in successful control of these pests.

b. Occupant attention to detail when it comes to cleanliness and housekeeping is the most important aspect of cockroach control. Cockroaches and their egg capsules are present in garbage/trash cans. They can be carried into a commissary on the nooks and crannies of packaged food or the pallets. They are also known to hide inside paper bags, living off of the glue. These invaders will not survive and multiply if they cannot find enough to eat.

c. Several types of cockroaches grow to over an inch and a half long. These are commonly called water bugs. In Florida these are also referred to as palmetto bugs. Large cockroaches may wander along pipes throughout a building, but in temperate climates they live mainly at ground level or below. Treatment should focus on warm, moist areas such as basements, boiler rooms, pipe chases, sumps, and sewer shafts. In warm climates, even attics and mulched outdoor planting beds may be infested with large cockroaches.

5.7. FLYING INSECTS VISUAL INSPECTION. Flying insects are best controlled by exclusion at entry points, sanitation (inside and outside), and vacuuming intruders. Tight seals around windows and screens, doors, utility access holes, and weather-stripping will usually prevent flying insects from entering the building. Management and employee participation and cooperation are essential to realizing the full potential of this program. They will be responsible for correcting many of the conditions contributing to infestation which the visual inspection and the monitoring program reveal.

a. Flies are introduced into buildings more often during warm weather. Adult flies are easily dispersed throughout a commissary by the air handling system. They are naturally attracted to lights and lured to meats and produce.

b. Light traps emit light in the spectrum most attractive to nuisance insects, luring them into the device, where they are either electrocuted or trapped on a glue board. When baits and traps are used they should be placed away from the areas that are occupied by people, especially those used for food preparation and serving, to attract the insects away from, rather than to these spaces.

c. By law, food that is sold must be wholesome and free from contamination and you are required to demonstrate “due diligence” that you have taken every precaution against contamination from flying insect pests.

d. Excessive vegetation and weeds growing near the structure are not only unsightly, but serve as a prime harborage and breeding area for a wide variety of flying insects, and invite the presence of many other insects as well as rodents.

e. The most common and yet most effective means of excluding flies from a normal entry door includes the maintenance of proper closures on the exit door, and the efforts should be taken through supervision of personnel to be sure that doors are not propped open and employees realize their responsibility to close doors after themselves.

f. The fan vents in the commissary facility need to be screened to exclude insect pests. However, if the screening is too large insects will simply pass through it and get inside the commissary. It is recommended that a finer mesh screen be installed that will be more insect exclusive and effectively reduce the number of pests getting in.

g. Dock doors should only be opened for unloading cargo from trucks. Dock bumpers at all such docks should be employed and maintained to prevent excessive fly entry during normal operations. For doors which can be used only for unloading and do not need to be open for periods in excess of 10-15 seconds on a regular basis excellent control can be achieved through the use of properly designed insect light traps. Insect light traps that include adequately reflective interior surface areas, black light (BL) type bulbs will significantly reduce a fly population and, if properly installed and positioned, provide an excellent means of controlling flying insects in buildings. Dock doors should not be used by small vehicles such as direct store delivery (DSD) service trucks. These types of vehicles should be off loaded on a service dock or product off loaded at ground level and transported up the concrete ramps. Service dock doors will not routinely be used for movement of personnel. Foot traffic will be directed to personnel doors.

h. The most effective monitoring and control in interior areas where food is processed, packaged, or otherwise exposed can be achieved by installing a mobile glue board insect light trap (ILT). This ILT design provides monitoring by attracting flies using the same BL type bulbs proven effective in other units, but uses a glue pad to capture the insects rather than the electrocution grid found in other units. This is the only method acceptable to the FDA in sensitive food handling areas because flies are not exploded, scattering insect fragments which may contaminate food.

(1) When wall mounted units are selected they should be mounted on the same wall the entry is on or on a perpendicular wall.

(2) They should not be placed on walls directly across from entry doors because this will result in flies being attracted into the facility by the unit when the door is open.

i. Exterior doors which must be open for longer than 10-15 seconds at a time for loading/unloading or normal work procedures must be adequately air-screened to prevent fly entry during periods of extended operation.

(1) Because ILTs normally are insufficient to adequately control flies which enter entry, conveyor, and loading areas (which are open for extended periods), air curtains must be carefully evaluated based on internal negative air pressure in the commissary and the size and dimensions of the opening.

(2) Units must be mounted on the exterior of the door to prevent a vacuum effect from sucking flies and debris into the facility.

j. The commissary's pest sighting log will provide the commissary's employees with a means to report pest activity. This log (maintained by the PMC) is used to target areas that need immediate attention.

5.8. STORED PRODUCT PESTS VISUAL INSPECTION. Control of stored product pests is necessary to prevent contamination/adulteration of human foods. Persons involved in commodity/food storage, handling and/or processing have the responsibility to prevent food adulteration. Failure to do so can result in human illness and/or death, the violation of laws, loss of good will, and resulting loss of revenue. These primarily include insects that use the food as both nourishment and a habitat. They are usually small insects that infest and destroy foods during all stages of their life cycles. This group includes beetles, weevils, borers, and moths.

a. Stored product pests are not generally associated with disease, as are cockroaches and flies, but they are considered a major food contaminant.

b. As a group, they prefer dry products such as cereal grains and flours, but other foods such as nuts and dried fruits may be infested, as well.

c. Weevils infest stored grain and cause economic losses worldwide. The life cycle for most weevils is four to five months, and they can infest nearly every cereal grain.

d. Flour moths lay their eggs in flour or meal where the larva destroys the product, and they are important grain pests.

e. A variety of beetles can infest foods and food ingredients. These include grain beetles, flour beetles, and others.

f. Due to their close relationship with the product, an infestation of stored product pests can often remain undetected in the initial stages.

g. Strict stock rotation must be implemented. Employees must be made aware of their responsibility to monitor for early signs of infestation and they must be informed of the high-risk areas in their department.

h. Disturbing the surfaces of bags will make moths fly, making them more visible. Look for webbing on the surfaces of bags and for larvae, which may be wandering on the walls and directly on the produce. Inspect the outside of packets or bags for signs of infestation, holes, larvae or webbing.

i. Product visual inspections are both labor-intensive and time-consuming activities. Product inspection is subject to “luck of the draw” in finding an actual infestation when low level infestations are involved. Methods of identifying stored product insect infestations are by product inspections, visual inspections, patron complaints, and accidental discovery by commissary personnel.

j. Observation of the commodity surface for insects and/or evidence of their presence, i.e., webbing, cast skins, dust, odor, etc.

k. If a stored product pest infestation is suspected, the most useful technique is monitoring the facility with insect pheromones and/or food attractants. This will be done by the pest control provider, not a DeCA employee.

5.9. SPIDER VISUAL INSPECTION. Spiders are attracted to a commissary by their food source: insects. Their search for prey often leads them inside buildings. To survive, spiders also need shelter. Grocery stores can provide ample opportunities for spiders to set up residence. In some climates, moisture is a critical factor that encourages spiders to dwell in or around buildings. Eliminating the attractive conditions presented by food, shelter and water is an important part of a long-term spider management strategy. Although fear of spiders is common, dangerously poisonous species are not often encountered in general use buildings. Harmless, crawling spiders are occasionally a nuisance in basements or warehouses. Spiders may enter commissaries and other structures through cracks and other openings. They also may be carried in on items like plants, firewood, and other boxes.

a. To prevent spiders from coming indoors, seal cracks in the foundation and other parts of the structure and gaps around windows and doors. Good screening will keep out many spiders and discourage them by keeping out insects which are their food. Seal or caulk around windows and ensure that doors fit tightly.

b. In indoor storage areas, place boxes off the floor and away from walls, whenever possible, to help reduce their usefulness as a harborage for spiders. If the boxes are archive files that must be kept for extended periods, be sure to seal the boxes with tape to prevent spiders from taking up residence in them. Clean up clutter in warehouses, trailers, sheds, basements, and other storage areas.

c. Remove clutter and excess equipment, both inside and outside, in a commissary where spiders are likely to hide and spin their webs.

d. In outdoor settings, eliminate places for spiders to hide and build their webs by keeping the area next to the commissary’s foundation free of trash, leaf litter, heavy vegetation, and other debris. Trim plant growth away from the commissary to discourage spiders from first taking up residence near the structure and then moving indoors. Outdoor lighting attracts insects, which in turn attract spiders. If possible, keep lighting fixtures off structures and away from windows and doors.

5-10. BIRD VISUAL INSPECTION. Three species of birds - pigeons, starlings, and English sparrows are serious pests when they roost and nest on or in buildings. Their excrement is unsightly, harbors microorganisms that can cause severe illness, and corrodes structural materials. Bird nests may block air intakes, damage the building surface by holding water against it, and contain parasites that can become indoor pests. Bird control is difficult and highly specialized. Under no circumstances will DeCA employees encourage the nesting of birds around the commissary by feeding.

- a. Elimination of feeding, watering, roosting, and nesting sites is important in long-term bird control.
- b. Discourage people from feeding birds in public areas and cover trash receptacles.
- c. Eliminate pools of standing water that birds use for watering.
- d. Modify structures, buildings, and architectural designs to make them less attractive to birds.
- e. Barriers and cages of hardware cloth or other wire screen are often the most efficient way to keep birds off and out of limited areas on utilitarian structures that are not in the public view. A 3/4-inch mesh is the largest size that will eliminate sparrows and starlings.
- f. Horizontal nesting areas afforded by ledges and window air conditioners can be eliminated by the use of aesthetic structural materials affixed above them and at a 45 degree angle.
- g. Use plastic covers on exterior metal vents to keep birds from entering the vents and nesting in the ventilation system.
- h. Micro organisms that can cause serious illness live in bird droppings. However, infection typically occurs by inhaling these pathogens through the nose and mouth. Therefore, bird excrement is dangerous mainly when it is dry and subject to becoming airborne as a fine dust, particularly when disturbed by sweeping or scraping.

5.11. SQUIRREL VISUAL INSPECTION. Tree squirrels are active during the day and are frequently seen in trees, running on utility lines, and foraging on the ground. Tree squirrels are easily distinguished from ground squirrels and chipmunks by their long bushy tails and lack of fleck-like spots or stripes, and the fact that they escape by climbing trees and other structures. Tree squirrels do not hibernate and are active year-round. They are most active in early morning and late afternoon.

- a. Screening or blocking all potential entrance sites such as small gaps under the eaves, overlapping roof sections, and knotholes, can prevent tree squirrel access to buildings.
- b. Because they often travel on overhead telephone lines, power lines, or tree tops, they frequently find entrances at about these heights. They have been known to enter commissaries

through vents, uncovered chimneys, and openings at the roofline, in eaves and walls, as well as open doors.

c. When even a small opening is found, they can enlarge it by gnawing. In the absence of an obvious entrance, they can gnaw and create an entrance into an attic or roof area of a commissary.

d. Sheet metal or 1/4-inch wire hardware cloth is suitable material for closing entrances. When closing entry routes, be sure you haven't screened an animal inside the building. One way to test whether any squirrels are left is to plug the entrance with a loose wad of newspaper; if any remain inside they will remove the plug to get out.

SECTION 6: RODENT/INSECT CONTROL TECHNIQUES

6.1. RODENT GENERAL. Only certified pest control operators will be allowed to apply pesticides and pest control programs within DeCA commissaries and facilities. Certification of DoD personnel shall be IAW references listed. Contracted pest control personnel shall be certified in the State in which they are applying pest control, or if overseas, by the host country. The provisions for contractor certification OCONUS are addressed in references DoD Directive 5134.01. The contractor must provide evidence of certification prior to beginning work. An uncertified pesticide applicator (under apprenticeship) can only apply pesticide under direct supervision of a DoD-certified applicator.

6.2. RODENT EXCLUSION. This is the best solution. Prevent the rodents and other pests from entering the commissary. Remember that rodents are more prevalent near bodies of water (ocean, rivers, lakes, streams, marshland, and ponds). Also, many invasive pests have seasonal movements that will occur each year and can be anticipated.

a. Rodents will seek entry into stores for three reasons – food, water, warmth, and shelter.

(1) Food – a mouse only needs 3 grams of food a day to survive. Clean up spilled food products immediately or at least daily.

(2) Warmth – a few degrees increase in temperature is all that is needed to attract rodents, especially in the winter. In winter months rodent breeding actually increases as the increase in body temperature within the nests helps ensure their survival.

(3) Shelter – rodents seek out quiet, poorly lit areas. Suspended ceilings, wall cavities, paneled walls, raised floors, and service ducts are all welcome harborage areas. Eliminate voids inside building walls whenever possible.

b. Conduct receipt inspections of all deliveries and monitor for rodents.

c. Vegetation around the commissary should be trimmed back away from the walls. A cement pathway between the commissary walls and any vegetation is best to discourage rodent entry.

d. Locate waste (garbage and refuse) receptacles away from the commissary so they will not serve as a rodent attractant. Empty as needed. Clean as needed.

e. Leaf litter in the fall can attract rodents to a commissary if left to accumulate near the walls. These leaves can provide a rodent harborage or sheltered runs for both rats and mice.

f. Any exterior ventilation openings must be protected by at minimum a 2 mm stainless steel mesh screen.

g. All supply pipes and cables (gas, electric, and water) coming into the store must be tightly sealed. Drains should have screens or grates with openings less than 1/4 inch. This includes service lines under refrigeration systems.

h. All water drains must be accessible and facilitate flushing when necessary. Rats frequently travel in drains and openings into a commissary should all have tight screens.

i. All vertical duct work must be sealed so that rodents cannot enter.

j. Wet process areas (meat rooms) must be self-draining.

k. Exit doors must be constructed of metal. They must be in good condition, have tight fits with no gaps greater than 2 mm (1/8 inch), self-closing, and personnel must be discouraged to prop them open.

l. Roll-up doors in loading areas must be fitted with flexible bottom seals.

m. Air curtain doors, strip curtain doors, or rubber flap-back doors should be discouraged for use as exterior doorways as these are common rodent entry areas. Doors in loading areas require extra attention and need to be well maintained as they often see damage that could create an entry path for rodents. Keep loading doors closed when not in use.

n. Windows must be properly screened if they can be opened.

o. Roofing pipes and gutters must be monitored to ensure they are properly sealed and cannot be used by rodents to enter the commissary.

p. If the commissary has suspended ceilings, access must exist for pest inspection.

q. Packaging (bags and boxes) and general waste (to include cardboard) must not be allowed to accumulate and should be properly stored or collected on a regular basis.

r. Storage areas or warehouses must not be overfilled. Insufficient space can lead to goods being improperly stored. Shelving is necessary to keep goods off the floor and will allow for effective cleaning. Adequate space around the shelving is necessary to allow thorough cleaning. A good trick often used in warehouses is to paint a white stripe along the wall so that infestations are more readily noticed. Good stock rotation must be enforced. Any spills must be promptly cleaned up.

s. Any equipment stored or no longer in use must be thoroughly cleaned before storage. This equipment can become harborage areas so efforts must be made to remove them from storage as soon as feasible, whether disposed of or put back into service. They should receive a thorough cleaning again when they are brought out of storage if they are to be placed back in use.

t. Commissary pallets at least 10-12 inches from walls to permit routine cleaning.

- u. All waste bins inside store must have tight fitting lids.
- v. Overhanging branches should be trimmed back away from the commissary, if possible.
- w. Discourage piles of rocks from being used as landscaping material as this material can provide harborage for rats.

6.3. RODENT TRAPPING. The next step in IPM is to actually employ methods to eliminate the infestation by use of mechanical traps or glue boards. Care must be taken to place traps in safe locations and out of public view. Traps and boards must be checked regularly.

- a. Spring or snap traps are most frequently used to kill rodents. They are available for both rats and mice.
- b. Sticky or glue boards are available for rats and mice, cockroaches, and other pests.
- c. Mechanical traps are not normally used in the sales area of the commissary, unless the infestation is severe.
- d. Bait stations are designed for both rats and mice. They normally contain cereal-based edible baits, except in dry and dusty conditions where a liquid bait is more attractive as a water source.
- e. Traps require frequent inspection, normally every day for snap traps and glue boards used indoors. Traps used outside should be checked twice a day. Commissary personnel can perform this duty on behalf of the pest control company, but should follow any rules provided by the certified pest control operator.

6.4. SPECIFIC RODENT TRAPPING REQUIREMENTS.

- a. Outer Property Perimeter Bait Stations. Anchor bait stations with lids that are secured by screws, padlocks, keyed top cover, or plastic ties. Note: Re-usable plastic ties are not permitted.
 - (1) Approved bait must be secured according to rodenticide label requirements and each station identified with number, date of service sticker or punch card, servicing partner, and poison (if appropriate).
 - (2) Bait stations will be spaced no more than 75 to 100 feet apart.
 - (3) Record what bait is used and/or changed with reason (old, eaten, moldy).
 - (4) Keep accurate site map with station numbers.

b. Exterior Building: Perimeter Bait Stations and Mechanical Traps. Anchor bait stations with lids that are secured by screws, padlocks, keyed top cover, or plastic ties. Note: Re-usable plastic ties are not permitted.

(1) Approved bait must be secured according to rodenticide label requirements and each station identified with number, date of service sticker or punch card, servicing partner, and poison (if appropriate).

(2) The bait stations will be spaced no more than 50 feet apart. Locating bait stations near facility access points such as fire doors is encouraged.

(3) When possible, optional weather protected, multiple-catch traps, placed near building entry areas should be used.

(4) Record what bait is used and/or changed with reason (old, eaten, moldy).

(5) Keep accurate site map with station numbers.

c. Interior Building: Perimeter Mechanical Traps and Traps with Glue Boards. No poison rodent bait may be used.

(1) Multiple-catch traps identified with wall marker, number, inside service date sticker or punch card, servicing partner, spaced around no more than 25 feet apart and on both sides of doors and between every 3 to 5 overhead doors.

(2) Glue boards or sticky traps used within traps must be replaced at least every month or when pest activity requires more frequent change.

(3) Keep an accurate site map of all devices.

d. Recording Data. Record information for each station or trap, such as missing, damaged, feeding, number of rodents caught, no activity, etc.

6.5. SPECIFIC INSECT TRAPPING REQUIREMENTS.

a. Building Exterior. Treat along immediate structure base, roofs, doors and windows with residual insecticide, preferably wettable powder, microencapsulated materials and/or insect baits.

(1) Outdoor spray applications should not be performed near operating air intakes, nor if the wind is greater than 5 miles per hour.

(2) Use only approved materials.

(3) Label directions must be followed.

(4) Seal cracks and keep openings closed or screened.

b. Building Interior. Seek out active infestations and/or potential harborages and treat using IPM tactics such as vacuum and caulk.

(1) Place emphasis on least toxic but effective solutions such as baits, growth regulators, and other approved materials.

(2) Label directions must be followed.

c. Monitoring ILTs. ILTs are for indoor use only.

(1) Only shatterproof black light lamps should be used and replaced on a semi-annual basis.

(2) Specific placement (low or high) of ILTs depends upon day or night flying insects, respectively.

(3) The catch trays or glue boards should be serviced in a manner to identify predominant species and examined closely for any stored product insects.

(4) Record information and keep an accurate site map.

d. Monitoring Traps. Maintain traps (glue with/without pheromone lures) in areas susceptible to infestation.

(1) Specific rodent multiple-catch traps with combination glue pheromone lures should be positioned carefully inside a DeCA facility where temperatures are greater than 60 degrees F.

(2) To monitor insect activity outdoors, place lures beyond 30 feet of any building openings.

(3) Monitoring traps should be placed inside to provide a grid pattern, generally spaced no more than 30 to 50 feet apart.

(4) Lures should be replaced approximately every 90 days.

(5) Sticky traps should be replaced at least every month or more frequently when insect activity justifies.

(6) Traps may contain multiple lures and should be placed at floor level when monitoring for crawling insects.

6.6. RODENT CHEMICAL CONTROL METHODS. IPM seeks to minimize the use of pesticides, but on occasion pesticides must be employed to eradicate an infestation. Pesticide use

increases the potential that food contamination can occur. For this reason, pesticide use is considered to be a last resort and their use must be strictly controlled. Only trained and certified pest control operators can handle and use pesticides. Rodenticide baits have very few active ingredients. Because the active ingredient level is kept low, it has a lower risk of causing any public health concerns in humans.

a. Pesticides specific to rodents are referred to as rodenticides. They are usually baits that must be eaten by the rodent. Rodenticide baits are normally effective only if there is little alternative food for the rats. Sanitation is a prerequisite for baiting. Although pest control contractors often place bait boxes around building exteriors, their use on DoD property is not recommended unless other control measures have failed or are impractical. All bait boxes on DoD property should conform to the following Environmental Protection Agency (EPA) guidelines:

- (1) Box anchored in place so that it cannot be picked up
- (2) Box lid secured with fastener or locking tie
- (3) Box of a “tamper-resistant” design, with a protected feeding chamber and constructed of a sturdy material
- (4) Bait placed only in the feeding chamber (not placed in box entrance or inserted into burrows)
- (5) Box label with name of rodenticide (multilingual if required) and last date of service.

b. There are two types – acute and chronic.

- (1) Acute – quick acting, often painful
- (2) Chronic – slow acting, multi-feed baits that cause minimal pain

c. Most often used are the chronic rodenticides, such as the anticoagulants. These cause death through internal bleeding. Because the symptoms cause little pain, the rodents continue eating over several days until death occurs.

d. These rodent baits can come in either a liquid or solid.

(1) The solid baits usually are in the form of cereals and shaped as pellets, but they can also be pastes or gels.

(2) The liquid baits are more often used when water sources are limited and the rodent can be more easily drawn to the liquid.

e. Another rodenticide is contact dusts. The contact dust is placed along runs and the rodents pick up the rodenticide on their fur. Through normal grooming activities, the rodenticide is ingested.

f. Bait stations must not create safety concerns for people or pets. This is especially true for bait stations set up outside the commissary. The pest control operator must ensure that only the targeted population (rodents) is feeding on the rodenticides.

g. Any spillage of bait from a bait station must be cleaned up promptly.

h. Dead rodents must be disposed of properly.

i. When the infestation is controlled, bait stations should be removed.

j. Surveillance will continue year round by the pest control operator.

SECTION 7: OTHER IPM TECHNIQUES AND PROCEDURES

7.1. SECURE GARBAGE AND TRASH. Since trash may contain food scraps attractive to rats, all collected waste must be stored for pickup in rat-proof containers or kept in a rat-proof room constructed of materials that cannot be easily gnawed. Rats can penetrate gaps greater than 1/2 inch. Compactors should be of a self-contained design and equipped with protective doors that close over the charge box.

7.2. ELIMINATING UNNECESSARY STORAGE AND DEBRIS. Buildings, grounds, loading docks, and interior space at street level and below should be kept as free as possible of debris that rats can use for shelter. Anything soft, such as rolled carpeting, insulation, or padded furniture, is particularly attractive to rats.

7.3. ELIMINATING ACCESS TO COMMISSARY FACILITIES. Rats commonly enter buildings through open or poorly fitted doors and windows, unscreened vents, cracks in masonry, or holes gnawed in weather stripping or utility entrances. Pest controllers should report these conditions to the facilities maintenance or public works department. Contract specifications should require contractors to notify the contracting office when conditions contributing to pest problems are observed.

7.4. SEAL ENTRY POINTS. A practical control measure for limited areas is blocking access routes into occupied spaces by sealing utility openings or chases. Young mice can squeeze through cracks just wider than one-quarter inch. Entry points can be sealed with caulk, copper mesh, steel wool, or polyurethane foam. Large, open office areas or rooms in older buildings may have so many potential access points that sealing is impractical.

7.5. CLEANING/SANITATION/HOUSEKEEPING. Sanitation for mouse control is similar to that required for controlling cockroaches. All food and refuse should be stored in sealed containers. Surfaces, crevices and containers should be free of food residue. Refuse should be removed daily. Strict attention to cleanliness is essential for mouse control in food service areas. Cleanup to reduce cockroaches in a grocery store environment must focus mainly on the food residue in and around food preparation areas, break areas, coffee machines, microwave ovens, refrigeration units, trashcans, and warehouse areas where food is stored. Employees using break areas must be concerned about cockroaches and understand their own responsibility for storing all food in tightly sealed containers and for cleaning surfaces on which food is prepared or consumed. Daily afternoon trash pickup is recommended. Removal of corrugated cardboard is especially important since it provides excellent harborage for cockroaches. Dedicated containers with a tight lid and a plastic liner, replaced daily, for disposal of all items will reduce cockroach problems. The most effective cockroach control technique for food service areas and trash rooms is regular steam cleaning or pressure washing of all possible structural crevices and equipment.

7.6. CAULKING. Permanent reduction of cockroach populations may be achieved by eliminating harborage. A caulking gun is probably the most appropriate symbol of modern pest control. Care must be taken to completely seal the entire crevice so that cockroach access is totally eliminated. Types of space where caulk or grout are most effective include food service areas, restrooms, and janitors' closets. The most common types of cracks to eliminate include: where sinks and fixtures are mounted to the wall or floor, around all types of plumbing, baseboard molding, and corner guards, where shelves and cabinets meet walls or door frames, and any cracks on or near food preparation surfaces. Care must be taken to clean surface areas around cracks before applying caulk. Surface dirt can reduce the adhesive ability of caulking material.

7.7. DRYING. One of the most effective ways to control large infestations of cockroaches in buildings is to reduce moisture by fixing leaks, improving drainage, and installing screened vents to increase airflow.

7.8. HOUSEKEEPING. In addition to eliminating food residue, reducing clutter is critical for cockroach control. Cockroaches like to hide in stacked boxes, cartons, rolled carpeting, and any stored paper or cardboard materials, particularly in dark, damp locations.

7.9. EGRESS. Doors should be made of metal and have tight-fitting seams. Use of air curtains on delivery doors or other large entries could also prevent certain flying insect entry. Any exterior lighting should be located 30 feet or more away from exterior doors so insects will be attracted away from the doors.

a. Doors. Like humans, rodents find the easiest entrances are doors. Tight-fitting doors with a sill clearance of less than 1/4 inch prevent most rats from entering if doors are kept closed. Self-closing devices may be useful in preventing human carelessness. Doors with higher clearances should have metal channels or butt plates installed. Another effective tool is the installation of brush sweeps and weather stripping to block pest access under doors.

b. Windows. The next logical openings are windows that are within reach of rats. Windows left open at night are particularly vulnerable. Mosquito screens will probably prevent entry, but heavier screening with 1/4-inch (6mm) hardware cloth is recommended.

c. Loading Docks. These areas may offer harborage for rodents, plus provide very easy access to a building. Keep docks clean of all debris and other shelter for rodents.

d. Building Exterior. Nesting of birds is not permitted. Seek out active infestations and/or potential nesting areas. Treat these areas using IPM tactics, such as use of exclusion nylon netting. Remove nests wherever practical as soon as noticed. Any chemical control application must be approved in writing by the IPM coordinator (installation or contracted pest controller).

e. Building Interior. Birds, or evidence of birds, are not permitted. Seek out entry source and eliminate with IPM tactics such as plastic strip curtains, rapid rollup doors, and/or screening of entry areas. Remove birds in an immediate manner by approved methods.

7.10. IDENTIFY AND CORRECT PROBLEM AREAS. Effective IPM programs prevent pest problems instead of routinely treating them with pesticides and ignoring the cause of the problem. To prevent pest problems effectively, the sources of pest activity must be identified, i.e. food, water, heat, harborage, and access. Once these sources have been identified steps must be taken to reduce as many of these sources as possible and prevent their return.

a. Disposing of packing materials such as grocery bags, cardboard boxes, pallets, and shipping boxes.

b. Identify and isolate foods infrequently used that have been a source of pest infestations.

c. Sanitation - Clean up and/or removing potential food and water sources for pests.

d. Exclusion - Sealing cracks and holes where pests can enter (one of the most effective non-chemical methods to prevent pest invasions).

e. Harborage Removal - The less shelter that is available, the fewer the pests that will be able to breed and hide there.

f. Environmental Alteration - Change the environmental conditions of a room or area so that pests cannot survive.

g. Intercept - Examining goods and items for pests as they are brought into the building (Particularly effective against German cockroaches and rodents).

h. Trap and Monitor - Rodents can be effectively controlled in many situations using traps. Flying insects also can be controlled with properly placed insect light traps. Traps also work well for monitoring pest activity.

i. Screen all vents, doors, and other areas to minimize access. Use fine mesh screens to minimize penetration.

j. Make sure doors are not left open, and it is preferable to have double doors to minimize migration.

k. If a significant infestation is found, eliminate the population to prevent spread and modify microclimate to prevent insects from developing significant populations.

SECTION 8: ADMINISTRATIVE AREAS AND COMPUTER ROOMS

8.1. SCOPE. Administrative areas (office work areas) are largely inherent to DeCA and area HQ facilities, but smaller administrative offices can be found at each DeCA establishment (e.g., administrative office for a commissary, CDC, and CMPP). Administrative areas are normally classified as low hazard/low risk areas for pest infestation; however, the potential for pest infestation does exist. Cleanup to reduce pest infestations in an office environment must focus mainly on the food residue in and around coffee machines, microwave ovens, refrigerators, trashcans, and furniture where exposed food is consumed or stored.

8.2. RESPONSIBILITIES. The office manager/supervisor is responsible for ensuring that all employees know and follow sanitation rules. Failure to enforce/follow good sanitation practices may result in the creation of pest attractants and potential harborage areas.

a. The office manager/supervisor will work closely with the facilities/directorate level sanitation coordinator and PMC. The sanitation coordinator and the PMC both function to assist in any sanitation/pest control effort (e.g., providing sanitation and pest control information, assisting in department's area inspections, and serving as a liaison to facility management).

b. The office manager/supervisor must provide appropriate instruction to each individual working in the department. All new employees are required to receive basic sanitation and pest control information as part of their orientation training.

c. The office manager/supervisor is responsible for reporting to the facility manager any pest sighting or report of pest infestation in their area. The appointed facility PMC will be assisted by the department manager in the pest investigation in their area.

d. The office manager/supervisor will conduct, or assist in conducting, periodic sanitation/pest inspections of all areas of the department, taking action to correct discrepancies, or reporting sanitation or pest problems which are beyond their control to the next higher level supervisor. It is recommended that each office employee assist in these periodic inspections in a rotating schedule format. This best practice fosters employee involvement and enhances sanitation and pest control knowledge/application.

8.3. GENERAL STORAGE. Excess equipment should not be stored in these spaces.

a. Paper stocks, toner and inks, unused recording media, and other general office supplies shall be restricted to the absolute minimum necessary for efficient operation. Any such materials not immediately in use shall be stored in designated storage cabinets.

b. Food or other edible items will be minimized in the work area so as to not to create pest attractants into the space. All food and refuse should be stored in sealed containers. Desk and

table surfaces, crevices and containers should be free of food residue. Refuse should be removed daily. Strict attention to cleanliness is essential for mouse control in office and break areas.

SECTION 9: MEAT DEPARTMENT/CENTRAL MEAT PROCESSING PLANT (CMPP)

9.1. RESPONSIBILITIES. Meat department operations present a variety of potential sanitation and pest control issues requiring care and attention by supervisors and workers to prevent pest infestations. The department manager is responsible for ensuring that all employees know and follow sanitation rules.

a. The meat department manager will work closely with the commissary PMC. The PMC's function is to assist in any pest control related efforts (e.g., assisting in department's area inspections, serving as a liaison to facility management).

b. All new employees are required to receive sanitation and pest control guidance during their orientation training.

c. The department manager/supervisor is responsible for contacting the PMC in cases of pest sightings or discovery of pest infestation in their area.

d. The meat manager will conduct, or assist the PMC in conducting, periodic pest control inspections of all areas of the department, taking action to correct discrepancies, or reporting pest control problems which are beyond their control to the next higher level supervisor. It is recommended that each department employee assist in these periodic inspections in a rotating schedule format. This best practice fosters employee involvement and enhances pest control knowledge/application.

9.2. RECEIVING AND STORAGE.

a. Storage areas should have space for both pallets and storage shelves, to reduce the need for stacking product, and to accommodate slow moving product. Cleaning gaps will be maintained between pallets and the walls.

b. Work areas shall be organized. Aisles/passageways shall be unobstructed and maintained in as dry condition as possible.

c. Freezer/Coolers. These areas will be visually checked for signs of rodent activity on a daily basis.

d. Storage areas shall be monitored for signs of rodent infestation such as droppings, runways, rub marks, burrows; gnawing, and tracks.

f. Storage areas shall be monitored for signs of bird infestation, such as droppings, feathers, and nesting materials. Even if birds are not seen, the topmost stacks of subsistence shall be routinely inspected for bird droppings.

g. Signs of the presence of other animals in a subsistence warehouse include seeing the animals, or finding droppings, hair, or damaged products. The animals shall be located and removed by the appropriate animal control activity. Potential animal entrances shall be located and sealed.

9.3. PROCESSING AREA.

a. Floors. An orderly and clean work area is essential to good sanitation in a meat department.

(1) Floors will be kept clear of debris, equipment, and supplies which could provide food or harborage to rodents or other pests. Water, blood drippings, and meat scraps will be cleaned from floor areas at least daily and more frequently when conditions warrant. If heavy paper or corrugated cardboard is used on the floors, the area must be thoroughly cleaned after use and cardboard discarded.

(2) Freezers/coolers areas will be periodically checked for signs of rodent activity (inside, outside, and on top), especially at the door location. Evidence of pests being present is usually in the form of gnawing.

b. Machinery and Equipment. The meat department manager will pursue turn-in approval by coordinating with the property management office at DeCA HQ to have excess equipment not used in the facility removed so as not to become a potential pest harborage site.

c. Meat Operations Supply Room/Locker Rooms. This area will be maintained in a sanitary manner. Trash and debris will be removed on a daily basis. Aprons, hats, and cloth gloves must be maintained in clean condition so as not to attract pests.

9.4. SALES FLOOR AND DISPLAY CASES. The exterior area around display cases should be checked during department daily inspections to ensure there is no visible evidence of rodent or insect activity. Floors must be clean and well maintained, with product spills cleaned up expeditiously so as not to attract insects or rodents. This is especially important with spills that involve blood. Surfaces, crevices and containers should be free of food residue. Refuse should be removed daily. Strict attention to cleanliness is essential for mouse control in food preparation/display areas.

SECTION 10: GROCERY AND WAREHOUSE DEPARTMENT

10.1. RESPONSIBILITIES. Grocery department operations present a variety of potential pest problem areas requiring care and attention by supervisors and workers to prevent infestations and property damage. The department manager is responsible for ensuring that all employees know and follow sanitation rules.

a. The grocery department manager will work closely with the PMC. The PMC's function is to assist in any pest control related efforts (e.g., assisting in department's area inspections, serving as a liaison to facility management).

b. The grocery department manager must provide to all new employees a quick overview of sanitation and pest control during orientation training.

c. The grocery manager will conduct, or assist in conducting, periodic pest control inspections of all areas of the department, taking action to correct discrepancies, or reporting pest control problems which are beyond their control to the next higher level supervisor. It is recommended that each department employee assist in these periodic inspections in a rotating schedule format. This best practice fosters employee involvement and enhances pest control knowledge/application.

10.2. WAREHOUSE AND RECEIVING OPERATIONS.

a. Receiving and Loading Docks.

(1) Floor surfaces, platforms, and ramps shall be kept clean and in good condition.

(2) Receiving bay doors shall kept closed when not in use. Well maintained strip curtains and/or fine netting (specific to this purpose) shall be used at dock door entrances open to the outside to prevent bird entry.

(3) Dock levelers will have effective seal/brushes installed. The area beneath the dock levelers will be maintained reasonably free of trash and debris.

b. General Warehouse Operations.

(1) An 18-inch clearance will be maintained around light or heating fixtures to better allow visual inspections that are necessary to rule out pest infestation.

(2) When supplies are stacked above the horizontal level of lower roof truss members or beams, horizontal clearance between supplies and structural members or other installed devices will be at least 18 inches. At all times, adequate space must be provided on all sides of palletized supplies or merchandise so that visual checks for pest infestation can be made.

(3) Unserviceable pallets (i.e., broken, splintered, badly warped, loose boards, protruding nails) shall not be allowed to remain on premises as they soon become pest harborage. These pallets will be either returned to the appropriate vendor or distributor; or if beyond repair, disposed of properly. If stored, they should be stored away from the commissary with adequate space all around so that pest control visual inspections can be made.

(4) Pallets that are in good condition and not in use should be neatly stacked for storage. Pallets retained for cross-loading shall be changed at a minimum of once every two days. While pallets can be stored both inside and/or outside; they need to be stored so that there is adequate space all around so that pest control visual inspections can be made.

(5) Storage areas shall be monitored on a weekly basis as part of the self-assessment for signs of rodent infestation such as droppings, runways, rub marks, burrows, gnawing, and tracks.

(6) Storage areas shall be monitored on a weekly basis as part of the self-assessment for signs of bird infestation, such as droppings, feathers, and nesting materials. Even if birds are not seen, the topmost stacks of subsistence shall be routinely inspected for bird droppings.

(7) Signs of the presence of other animals in a subsistence warehouse include seeing the animals, or finding droppings, hair, or damaged products. The animals shall be located and removed by the appropriate animal control activity. Potential animal entrances shall be located and sealed.

c. Walk-In Freezers/Coolers.

(1) Monitor daily the doors of walk-in refrigerator and freezer units for signs of rodent gnawing.

(2) Adequate space will be maintained between storage racks and walls so that rodent signs can be readily spotted if present. Merchandise will not be stacked against refrigerator/freezer walls for the same reason.

(3) The tops of freezers/coolers will be inspected periodically for signs of rodent activity. This area should not be used for storage as it becomes potential rodent harborage.

d. Balers/Compactors.

(1) Compactors located outside commissaries will be maintained as debris free as possible and the area checked daily for signs of rodent and/or other pest activity. Strict adherence to cleaning schedules and monitoring of contract cleaning required of compactors and dumpsters shall be monitored by the QAE and appropriate measures taken to remedy non-compliance.

(2) Baled cardboard and compacted plastic will be kept in a manner that does not promote rodent or other pest harborage.

10.3. SALES FLOOR AND DISPLAYS.

a. Floors. Floors shall be maintained in a clean, dry, and uncluttered manner. Spills, especially those involving grains, instant Asian noodles, bird seed or pet food, must be cleaned up as soon as possible.

b. Display Case. The exterior condition of display cases will be checked during department sanitation inspections to ensure they are free of signs of pest infestation. Ensure the following on frozen and chilled food display cases:

(1) Compressors and fans are adequately guarded and no rodent nests are present.

(2) Food storage areas are free of pest infestation or evidence of rodent activity.

(3) Water, food, and other drippings on the floor are cleaned as soon as possible.

c. Stocking. Because the public has free access to a large portion of these operations, take extra care to maintain sanitary conditions and ensure there are no evidence of pest infestations. Surfaces, crevices and containers should be free of food residue. Refuse should be removed daily. Strict attention to cleanliness is essential for mouse control in food sales areas.

10.4. VENDOR COOKING. Such operations, if not properly controlled, can create serious sanitation issues. Areas will be maintained in a sanitary manner and any spillage cleaned up immediately or not later than the end of the cooking demonstration.

a. Vendor cooking demonstration stands that are stored in the facility must be properly cleaned and free from residue that might attract pests immediately after use.

b. The vendor demonstration stands must be stored so as to not become a potential harborage for pests. Do not store next to walls or in a manner that they might collect or become a receptacle for standing water. Ensure housekeeping has access to the area and can clean around these stands, if necessary.

c. If these demonstration stands are broken or otherwise no longer functional, they will not be allowed to be stored in a DeCA commissary, but must be surveyed and removed as soon as feasible.

d. Under no circumstance will these stands be stored with oil still in the cooking equipment.

e. The commissary sanitation coordinator and/or PMC will periodically monitor cooking demonstration sites to ensure that these operations are not creating unsanitary conditions that might attract pests.

10.5. OTHER APPLICABLE PEST CONTROL AREAS OF CONCERN.

- a. The stock shelving must be maintained clean and free of product spills. This is especially important for grain spills, instant Asian noodles, bird, or pet food spills.
- b. If the commissary has shelving kick-plates, these must be removed for proper housekeeping and to monitor for possible pest infestation.
- c. Damaged or returned product areas must be routinely monitored to ensure there is no evidence of pest infestation.
- d. Vendor storage areas and stocking rooms will be kept clean, free of debris, and routinely checked for pest infestations or evidence of rodent activity. Pallets will be arranged to allow free access by housekeeping so that adequate cleaning of the space can be done. Nothing will be stored up against any wall.
- e. Products whose container integrity has been compromised shall be removed from the facility or will be disposed of as soon as feasible so as to not attract pests.

SECTION 11: PRODUCE DEPARTMENT

11.1. RESPONSIBILITIES. Produce department operations present a variety of potential pest control situations requiring care and attention by supervisors and workers in order to prevent infestations leading to product and property damage. The department manager/general manager is responsible for ensuring all employees know and follow sanitation rules.

a. The produce department manager will work closely with the commissary PMC. The PMC's function is to assist in any pest control efforts (e.g., providing pest control information, assisting in department's area inspections, and serving as a pest control liaison to facility management).

b. All new produce employees are required to review sanitation standards in this section during orientation training.

c. The department manager/supervisor is responsible for investigating and notifying the store director and the PMC of any pest sighting in their area. The PMC can assist the department manager in the investigation.

d. The produce manager will conduct, or assist in conducting, periodic pest control inspections of all areas of the department, taking action to correct discrepancies, or reporting sanitation or structural problems which are beyond their control to the next higher level supervisor. It is recommended that each department employee assist in these periodic inspections in a rotating schedule format. This best practice fosters employee involvement and enhances sanitation and pest control knowledge/application.

e. The produce manager will conduct periodic pest control meetings with their employees.

11.2. RECEIVING AND STORAGE.

a. Produce employees will be responsible for checking for evidence of rodent or other pest infestations in the palletized boxed product delivered to the commissary prior to bringing them into the commissary. If infestations are discovered, contact the PMC.

b. Boxed produce items need to be moved into refrigeration units expeditiously so as to not allow opportunity for them to become infested.

c. Work areas shall be maintained in a sanitary manner and kept unobstructed, uncluttered and maintained in as dry condition as possible.

d. Storage areas shall be monitored for signs of rodent infestation such as droppings, runways, rub marks, burrows, gnawing, and tracks.

e. Storage areas shall be monitored for signs of bird infestation, such as droppings, feathers, and nesting materials. Even if birds are not seen, the topmost stacks of subsistence shall be routinely inspected for bird droppings.

f. Signs of the presence of other animals in a subsistence warehouse include seeing the animals, or finding droppings, hair, or damaged products. The animals shall be located and removed by the appropriate animal control activity. Potential animal entrances shall be located and sealed.

g. Pallets used to store product shall be rotated every other day.

11.3. PROCESSING AREA.

a. Floors. Floors shall be kept clean and dry to the fullest extent possible. Produce debris and wet floors increase risk of pest infestations.

b. Mats. If anti-fatigue matting is used, it must be solid in design and will be cleaned per the commissary's cleaning schedule to prevent it from contributing to pest attraction.

c. Garbage and Trash. If the garbage disposal area is adjacent to or part of the general receiving area, a continuous cleaning program must be initiated to keep floors and dock areas clear of refuse and waste to prevent insect, rodent, and other pest attraction. Garbage cans shall be washed daily using hot soapy water. Covers will be in place when the cans are not being filled or emptied. Trash and garbage cans shall be leak-proof and adequate in number and size.

d. Pallets used to store product shall be rotated every other day.

11.4. SALES FLOOR AND DISPLAYS. Floors shall be kept clean and dry to the fullest extent possible. Produce debris and wet floors increase potential for pest problems/infestations.

a. Pallet Displays. Pallets will be checked to ensure they free of infestations prior to being used to display bulk products. Pallets will be the highest quality available in the commissary and maintained in a sanitary manner during the display period. Pallets shall be rotated every other day.

b. Stocking. Only carts designed to catch/contain water (e.g., a removable drip pan) will be used to stock wet produce. These will be clean and dry prior to storage so as not to become a water source for pests.

c. All food and refuse should be stored in sealed containers. Surfaces, crevices and containers should be free of food residue. Refuse should be removed daily. Strict attention to cleanliness is essential for mouse control in food service areas.

SECTION 12: CUSTOMER SERVICE DEPARTMENT

12.1. RESPONSIBILITIES. Customer service department (CSD) operations present a variety of potential pest control issues (e.g., spills, housekeeping, and sanitation) requiring care and attention by supervisors and workers to prevent pest infestations and property damage. The department manager/general manager is responsible for ensuring all employees know and follow sanitation rules.

a. The CSD manager will work closely with the commissary sanitation coordinator and PMC. The PMC function is to assist in any pest control efforts (e.g., providing pest control information, assisting in department's area inspections, and serving as a pest control liaison to facility management).

b. The CSD manager must ensure that all new CSD employees review this chapter during orientation training.

c. Supervisors will ensure each cashier receives adequate training on how to clean their work area, to include emptying the debris catching tray under the conveyor belt, as well as cleaning the area beneath the scanner. Periodically, the catch trays at the end of the second belt must be cleaned out. Do this by lifting the metal covers to access the tray. This area is often overlooked and can lead to pest infestation.

d. The department manager/supervisor is responsible for investigating any pest sighting. Pest sightings must be investigated thoroughly to discover if an infestation has occurred. The appointed commissary PMC can assist the department manager in the investigation.

e. The CSD manager will conduct, or assist in conducting, periodic pest control inspections of all areas of the department, taking action to correct discrepancies, or reporting sanitation or pest control problems which are beyond their control to the next higher level supervisor. It is recommended that each department employee assist in these periodic inspections in a rotating schedule format. This best practice fosters employee involvement and enhances safety knowledge/application.

f. The CSD manager will ensure that the cashiers will dispose of trash at their work station at the end of each day.

12.2. CHECK STAND MAINTENANCE AND OPERATION. Conveyor belts and scanner areas can contribute to pest infestations if not properly maintained. The area around the cashier must be maintained in a clean manner, with debris removed at the end of each day and the surfaces cleaned, as needed. If the belts become soiled, proper housekeeping methods should be used to clean these items so they do not increase the risk of pest infestations.

a. Anti-fatigue mats will be easily cleanable and properly maintained, free of accumulations of debris. These will be checked each day by the CSD manager to verify they are being cleaned.

b. Defective, broken, or malfunctioning check stands not in use will still be checked each day to ensure they are not becoming potential harborage areas for pests.

c. Prior to beginning their shift, each cashier will check the scale-scanner unit to ensure it has been cleaned and the area beneath it is clean and free of debris. They will also empty the debris catching tray for the conveyor belt at the beginning and the end of their shift.

d. Employees will promptly report, to their supervisor, any pest sightings at their work area and the sighting will be documented on the sighting log.

e. Spilled product liquids around the check stand area are another potential pest attraction. Be alert for these conditions and call for cleanups immediately.

SECTION 13: DELI/BAKERY DEPARTMENT

13.1. RESPONSIBILITIES. Specialty department operations (deli, bakery, sushi, and seafood) present a variety of sanitation situations requiring care and attention by supervisors and workers to prevent pest control issue and property damage. The department manager/general manager is responsible for ensuring all employees know and follow sanitation rules.

a. The department manager will work closely with the sanitation coordinator and the PMC. The PMC function is to assist in any pest control related efforts (e.g., providing pest control information, assisting in department's area inspections, and serving as a pest control liaison to facility management).

b. The department manager must ensure that all new employees review this chapter during orientation training.

c. The department manager/supervisor is responsible for reporting all pest sightings to the PMC.

d. The manager will conduct, or assist in conducting, periodic sanitation inspections of all areas of the department, taking action to correct discrepancies, or reporting sanitation or pest control problems which are beyond their control to the next higher level supervisor.

e. The manager will conduct periodic sanitation and pest control meetings with their employees.

13.2. RECEIVING AND STORAGE. All deliveries will be inspected for rodent and other pests prior to acceptance.

a. Storage areas will be kept clean and items will be stored so as to allow housekeeping free access completely around the pallets.

b. Work areas shall be maintained in as dry condition as possible.

c. Freezer/Coolers. Freezer door entranceways should be visually inspected daily to discover ice buildup with corrected actions taken as necessary. Any damaged seal can provide pest access to the interior of these units.

d. Storage areas shall be monitored for signs of rodent infestation, such as: droppings; runways; rub marks; burrows; gnawing; and tracks.

e. Storage areas shall be monitored for signs of bird infestation, such as droppings, feathers, and nesting materials. Even if birds are not seen, the topmost stacks of subsistence shall be routinely inspected for bird droppings.

f. Signs of the presence of other animals in a subsistence warehouse include seeing the animals, or finding droppings, hair, or damaged products. The animals shall be located and removed by the appropriate animal control activity. Potential animal entrances shall be located and sealed.

13.3. PROCESSING AREA.

a. Floors. Floors will be kept clear of debris. Water, meat drippings, and food scraps will be cleaned from floor areas at least every 4 hours when processing or sooner. To aid in keeping floors clean, tapered-edge rubber anti-fatigue mats of a design for use in a deli/bakery processing area, that can be removed and easily cleaned, are allowed in processing areas.

b. Freezers/Coolers. Freezers/coolers will be periodically checked for ice buildup/sheeting on the floor, especially at the door location, and removed when necessary. Any damaged seal can provide pest access to the interior of these units.

c. Machinery and Equipment. The deli/bakery department manager will ensure that machinery that no longer functions or equipment that is no longer used is removed from the facility and not stored such that it becomes a potential pest harborage.

d. Deli Slicer. The slicer will be thoroughly cleaned and sanitized every four hours during operation and at the end of the day. The area around the slicer will be kept clean and free of food debris so as not to attract pests or rodents.

e. Bread Slicers. Crumbs will not be allowed to accumulate. The area must be inspected to ensure housekeeping is adequate to remove potential food sources for pests and rodents.

f. Rotisserie Chicken Oven. This equipment has the potential to be a major pest attractant if not kept scrupulously clean. The glass doors, skewers, and other equipment parts will be cleaned per the manufacturer's recommendations. Accumulated grease will be stored during the day so as not to attract pests and properly disposed of at the end of the shift.

g. Oven. The oven will be maintained per the manufacturer's recommendations. The area around the oven will be maintained clean and debris free. Thorough cleaning will include the area beneath the ovens as well as all surfaces.

h. The proofer will be cleaned and allowed to air dry to prevent the accumulation of standing water inside of and on the exterior of the equipment.

13.4. SALES FLOOR DISPLAYS. For island display cases, the exterior condition of display cases should be checked during department sanitation inspections to ensure there is no evidence of pest infestation or contamination. The interior will be maintained clean and the unit will have no accumulated food debris that might attract pests. All food and refuse should be stored in sealed containers. Surfaces, crevices and containers should be free of food residue. Refuse

should be removed daily. Strict attention to cleanliness is essential for mouse control in food service areas.

SECTION 14: CENTRAL DISTRIBUTION CENTERS

14.1. RESPONSIBILITIES. CDC operations present a variety of pest control issues requiring care and attention by supervisors and workers to prevent pest infestations and property damage. The facility manager is responsible for ensuring all employees know and follow rules and procedures within this chapter.

a. The facility manager will work closely with the CDC's PMC. The PMC function is to assist in any pest control related efforts (e.g., providing pest control information, assisting in facility's inspections, and serving as a pest control liaison to facility management).

b. The facility manager must ensure that all new employees review this chapter during orientation training.

c. The facility manager/section supervisor is responsible for notifying the PMC of any pest sighting and ensuring that the pest sighting logs are documented.

d. The facility manager will conduct, or assist in conducting, periodic sanitation and pest control inspections of all areas of the center, taking action to correct discrepancies, or reporting pest control problems which are beyond their control to the next higher level supervisor. It is recommended that each employee assist in these periodic inspections in a rotating schedule format. This best practice fosters employee involvement and enhances pest control knowledge/application.

e. The facility manager/section supervisor will conduct sanitation and pest control meetings with their employees.

14.2. DETECTION OF RODENTS IN STORAGE AREAS. Storage areas shall be monitored for signs of rodent infestation such as droppings, runways, rub marks, burrows, gnawing, and tracks.

14.3. DETECTION OF BIRDS IN STORAGE AREAS. Storage areas shall be monitored for signs of bird infestation such as droppings, feathers, and nesting materials. Even if birds are not seen, the topmost stacks of subsistence shall be routinely inspected for bird droppings.

14.4. DETECTION OF OTHER ANIMALS IN STORAGE AREAS. Signs of the presence of other animals in a subsistence warehouse include seeing the animals, or finding droppings, hair, or damaged products. The animals shall be located and removed by the appropriate animal control activity. Potential animal entrances shall be located and sealed.

14.5. MEDICAL HOLD OF INFESTED/CONTAMINATED ITEMS. Infested/contaminated items shall be put on medical hold, segregated and covered with plastics, until notified by the MFI.

14.6. SANITATION PROCEDURES. Housekeeping and sanitation practices, such as immediate clean-up of spilled items, disposal or repair of damaged containers, daily sweeping of floors, and frequent cleaning of all shelving and equipment shall be routinely employed.

a. Cleaning of floors shall be performed as follows: sweep daily, mop weekly, and remove spills, as needed.

b. Poor sanitation/facility maintenance or any recent pest infestation/activity either in subsistence or in the storage area is justification to increase inspection frequency to monthly or shorter interval.

14.7. WAREHOUSING PRACTICES. Warehousing practices that reduce opportunities for infestation/contamination shall be employed.

a. Subsistence items shall be stored off of the floor on pallets or shelves to ensure proper cleaning.

b. Pallets and shelves shall be located at least 10 to 12 inches from walls to allow access for cleaning and inspections and to reduce harborages.

c. Subsistence shall be stacked in a manner that minimizes crushing that may damage packages or packaging.

d. Subsistence items shall be rotated to prevent heavy infestation.

e. Bagged animal foods should be stored in a separate area from other subsistence items because of their propensity for infestation.

f. "First-In, First-Out" (FIFO) procedures shall be followed, when practical.

g. Garbage containers should be properly covered with covers or lids. They should be emptied and cleaned daily.

h. Equipment for controlling temperature, moisture and airflow, such as fans, ventilating machines, etc. shall be operated when practical. Improvement of drainage and installation of vents helps airflow, thus aiding in temperature and moisture controls. Daily temperature logs may be kept by warehouse employees.

i. Poor sanitary conditions of the outside perimeter of the warehouse (such as trash, heavy vegetation, debris, or surplus wooden pallets) can be a potential insect harborage and should be corrected if found.

14.8. RODENT CONTAMINATION. Contaminated units (boxes, cases, bags), shall be condemned if any of the following conditions exist.

a. When any evidence of rodent infestation/contamination is found within product packaging.

b. When penetration of packaging by rodent feces/urine is detected by the presence of urine stains or feces visible under normal light or black light.

c. When the existence of a gnawed hole through the innermost layer of packaging is detected.

d. When external contamination of waterproof containers (for example, cans) containing product is detected, unless it is possible to sanitize the container by cleaning, disinfecting, and rinsing it under the direction of the MFI.

14.9. BIRD CONTAMINATION. Any unit of product contaminated by bird parts/excreta shall be condemned unless the package has not been penetrated and it is possible to sanitize the container by cleaning, disinfecting, and rinsing or repackaging it under the direction of the MFI.

14.10. MISCELLANEOUS ANIMAL CONTAMINATION. Any unit of product contaminated by the feces or urine, or penetrated by the teeth or claws of any animal shall be condemned. If the package has not been penetrated and the container can be sanitized by cleaning, disinfecting, and rinsing or repackaging under the direction of the medical authority (MFI), the product may be issued.

14.11. INSPECTION OF PRODUCT. Inspection of perishable and non-perishable food items shall be performed during off-loading at arrival, before being reshipped, and at predetermined intervals during storage.

a. Closed-package inspection.

(1) All seams, tucks, and open areas of all samples shall be examined for the presence of insects using a focused light source and magnifier.

(2) The samples shall be scrutinized for small insect penetration holes and rodent, bird, or animal contamination or damage.

14.12. PEST PROOFING STORAGE FACILITIES. All DeCA CDC facilities shall be constructed so that rodent, insect, and bird entry and harborage are minimized.

a. All exterior openings larger than 1/4 inch shall be sealed with cement, 26-gauge or thicker sheet metal, or 1/4 inch hardware cloth.

b. Windows must be properly installed with screening.

c. Structural harborages such as double walls, spaces between floors, drop ceilings, and boxed-in pipes or beams shall be completely sealed or eliminated.

d. Exhaust fans should be covered with operable louvers and/or 16-mesh screening.

APPENDIX A

DeCA STATEMENT OF WORK PEST MANAGEMENT PROGRAM

All DoD Installations, including all contractors and tenants, must follow the requirements of DoD Instruction 4150.07 (DoD Pest Management Program, 29 May 2008; http://www.afpmb.org/sites/default/files/pubs/directives_mous/DOI4150.07.pdf). This is the primary instruction derived to comply with Federal regulations and statutes, including the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA).

Description of Program: This specification is part of a comprehensive Integrated Pest Management (IPM) program. Major Command Pest Management Consultants shall review and approve contract documents for pest management operations, including augmentation contracts, to ensure that appropriate pest management standards and IPM are specified. IPM is a comprehensive strategy that includes:

- a. Structural and procedural modifications to reduce the exploitation of resources (food, water, and harborage) and access to facilities by pests.
- b. Use of pesticides, formulations, and application methods that are low toxicity, pest specific, and effective while posing the minimal hazard to humans and the environment.
- c. Use of non-chemical techniques including cultural, mechanical, regulatory, and biological control methods.
- d. Coordination/communication among all facilities management programs which have a bearing on pest management.
- e. Education of all facilities personnel on pest prevention.

1. CONTRACTOR SERVICE REQUIREMENTS

a. The Contractor shall furnish all labor, supervision, tools, materials, equipment, and transportation necessary to provide pest management services using IPM IAW contract requirements. Work includes the performance of nuisance, stored products, and other pest management services. The Contractor shall also identify facility conditions that are conducive to pests and provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.

b. The Contractor shall take the following actions each time services are rendered under the contract:

(1) Make a complete inspection of the site. Active survey methods include, but are not limited to, visual determination of general sanitation levels, structural discrepancies, and signs of pest access/harborage.

(2) Identify and record pest(s), visible pest damage, and any potential for pest infestation.

(3) Determine the extent of the pest problem. Report all findings to management in verbal and written form. The Contractor shall advise management of improvements necessary in sanitation, waste handling, and other measures beyond the contractor's purview, which impacts effective pest management.

(4) Discuss corrective action(s) with commissary management and shall be taken, as appropriate, to control, prevent, or otherwise mitigate the pest problems.

(5) The Contractor shall first evaluate and use non-chemical control techniques. When pesticide use is necessary, the contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

(6) Evaluate the effectiveness of the service provided and take corrective actions taken until achieving control.

c. The Contractor shall be licensed/certified by the (*insert State's licensing agency here*) in the categories in which the pest control service is performed. The Contractor shall submit the Contractor's (*insert State's licensing agency here*) license/certification IAW DoDI 4150.07 par. 5.4.20.5 and updates as necessary. The Contractor shall submit proof of liability insurance, effective in the State where the pest control service is performed.

2. SAFETY AND HEALTH

a. The Contractor shall observe all safety precautions throughout the performance of the contract. All work shall be in strict accordance with all applicable Federal, State, and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply. The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.

b. The Contractor shall only use those pesticide products approved by the Major Command Pest Management Consultant for use on the Installation. The current list of approved pesticides (Pesticide Authorized Use List) is available from the installation Integrated Pest Management Coordinator (IPMC). Requests to add a pesticide to the Pesticide Authorized Use List shall be made to the IPMC via the COR.

c. Procure, maintain, handle and apply all pesticides in strict accordance with the manufacturer's label as registered with the EPA. Each product shall be registered for use in the site that it is applied (e.g., warehouses, food handling establishments, etc.).

d. The Contractor shall maintain a file of EPA-approved labels for all pesticides used in the facility shall be readily available during the performance of the Contractor's applicators duties. Whenever the Contractor acquires a new pesticide product, all Contractor personnel shall review the product label and ensure that they understand all the requirements for the use of that product.

e. Maintain and have readily available Material Safety Data Sheets (MSDS) for each pesticide product possessed by the Contractor's application personnel. Whenever the Contractor acquires a new pesticide product, all Contractor personnel shall review the product MSDS and ensure that they understand all safety requirements for the use of that product.

f. The Contractor shall dispose of chemicals and containers IAW the manufacturers' labels. No pesticide waste or containers shall be disposed of at the facility or on the Installation.

g. The Contractor shall use caution when applying chemicals in hazardous or sensitive areas, such as near electrical fixtures, open flames, stoves, heaters, food bins, refrigerators, open bodies of water, people, and non-target organisms, or during adverse weather conditions. No space treatments (fogging or ultra-low volume) shall be made in occupied spaces. The Contractor shall ensure that the area is properly prepared before treatment.

h. Do not use ultrasonic, electromagnetic, or electronic pest control devices for repelling or controlling pests. DoD Policy prohibits the use of automated or time-controlled pesticide application devices.

i. Contractor-owned vehicles used in the performance of services on the Installation shall be appropriately marked to identify the Contractor. The Contractor will comply with all applicable requirements of (*insert applicable installation name here*). Motor vehicles entering (*insert applicable installation name here*) shall have a valid State license and proof of vehicle insurance. State license and registration shall be current during the time the vehicle is in use on this Installation. Contractor personnel operating motor vehicles on the Installation shall have a valid state operator's license for the category of vehicle operated. Contractor personnel or any representative of the Contractor entering (*insert applicable installation name here*) shall abide by all security regulations and shall be subject to security checks and property search and seizure.

j. Label vehicles used to transport pesticides as containing pesticides. Equip such vehicles with a fire extinguisher, spill and decontamination kit, and emergency wash water. The fire extinguisher shall be a "B" or a "C" dry chemical type with a 10-pound capacity. Extinguisher shall be mounted and easily accessible. Decontamination spill kit shall conform to Armed Forces Pest Management Board (AFPMB) Technical Guide (TG) No. 15 (<http://www.afpmb.org/sites/default/files/pubs/techguides/tg15.pdf>) and shall be sufficient to contain and clean up a spill from the largest container on the vehicle. At a minimum, appropriate safety equipment shall include protective clothing and cap, rubber gloves, rubber boots, OSHA-

approved respirator, rubber apron, and goggles. The Contractor shall maintain copies of the current approved label and MSDS in each Contractor-operated vehicle containing pesticides. Pesticide products will be transported in a lockable exterior compartment of the vehicle. Do not leave unattended pest control vehicles, including pesticide storage compartments, at any time, unless properly locked and secured. Accomplish transportation of all pesticides in accordance with 49 CFR 172. Maintain all vehicles used to transport pesticides free of pesticide spillage or residue. Do not clean or wash contractor pest control vehicles at the facility or on the Installation.

k. Contain and clean all pesticide spills IAW the (*insert applicable installation name here*) Spill Contingency Plan and AFPMB Technical Guide (TG) No.15. The Contractor shall immediately contain any pesticide spills in accordance with the Spill Plan, and report to the appropriate offices as required by the Spill Plan. Transport waste material from minor spills off the Installation by the Contractor for disposal. Disposal of waste material from a pesticide spill that is not suitable for transport off of the Installation shall be consistent with the AFPMB TG No. 21, 'Pesticide Disposal Guide for Pest Control Shops' (<http://www.afpmb.org/sites/default/files/pubs/techguides/tg21.pdf>) , at the Contractor's expense.

(1) All Contractor personnel working in or around the facility shall wear distinctive uniform clothing.

(2) The Contractor shall determine the need for and provide any personal protective items required for the safe performance of work.

(3) Protective clothing, equipment, and devices shall conform to OSHA standards for the products used.

3. PESTS INCLUDED AND EXCLUDED

a. Pests Included:

(1) Indoor populations of rodents and arthropods.

(2) Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.

(3) Nests of stinging insects within the property boundaries of the specified buildings.

(4) Incidental invaders to include feral vertebrate animals and seasonal arthropods (i.e. stinging/venomous insects and arachnids).

b. Pests Excluded:

(1) Termites and other wood-destroying organisms.

- (2) Mosquitoes/biting flies.
- (3) Ornamental plant and turf pests (primarily arthropods).

4. INITIAL BUILDING INSPECTIONS

- a. The Contractor shall complete a thorough site visit of the commissary and surrounding area at the time specified in the solicitation for each location. The purpose of the site visit/initial inspection is for the Contractor to evaluate the pest control needs of the commissary and submit an appropriate IPM plan with their quote.
- b. The store director or their representative will coordinate building access.
- c. The store director will inform the Contractor of any restrictions or areas requiring special scheduling.

5. CONTRACTOR WORK PLAN

- a. The Contractor shall submit a Work Plan to the KO with the submission of their quote. Upon receipt of the Work Plan, the KO will render a decision regarding its acceptability prior to contract award. The approved Plan will be provided to the store director within 5 working days after contract award. A copy of the accepted Plan will be kept in the facility and with the Contractor to be referenced as needed.
- b. The facility PMC shall be responsible for ensuring that the work performed by the Contractor is IAW the approved Work Plan. The PMC shall receive the concurrence of the store director prior to any changes to the approved work plan, including additional or replacement pesticides and on-site service personnel.
- c. The work plan shall include the following:
 - (1) Integrated pest management methods for the control of each pest or pest group that include both chemical and non-chemical control methods as well as preventive measures. This includes survey/inspection/monitoring methods for pests, their harborages and entry points into buildings. Additionally, the Plan will identify a threshold level for each pest that, when surveys indicate that the level has been exceeded, control will be initiated.
 - (2) A list of the trade names and EPA registration numbers of all pesticides planned for use in the facility and are being submitted for approval and added to the installation pesticide authorized use list.
 - (3) A list of brand names of all pest control devices and equipment used in the building.

(4) A list of the names and state pesticide applicator certification/license numbers of all personnel who will be performing pest management in the facility.

(5) A description and the license number of all pest control vehicles that will enter the installation.

(6) A proposed service schedule, covering the entire term of the contract. The Contractor shall provide complete service schedules that include frequency of Contractor visits, specific day(s) of the week of Contractor visits, and approximate duration of each visit. Approved schedules shall be strictly adhered to. All scheduled services shall be included in the firm fixed-price portion of the contract.

6. RECORD KEEPING AND REPORTING

a. The Contractor shall prepare, submit, and maintain records and reports as specified, to include a pest control logbook or file for each commissary or site specified in the contract. Additionally, all recommendations provided by the Pest Contractor shall be in writing and annotated as acceptable/non-acceptable by the store director. These recommendations and reports shall be maintained by the contractor for the duration of the contract.

b. The Contractor shall record and report ALL pest management operations, both chemical and nonchemical, including surveillance, within 24 hours of conducting those operations. Reports will be made to the store director and the installation IPMC. Reports shall be submitted using the reporting system or format prescribed by the installation IPMC.

c. Make all records available upon request for inspection, and forward copies to the store director with the monthly invoice following the month of service.

7. MANNER AND TIME TO CONDUCT SERVICE

a. Time Frame of Service Visits:

(1) The Contractor's project manager shall be the Government's central point of contact concerning contract work performance and shall be available during the Government's regular working hours for discussion. Provide a single local or toll-free telephone number to the PMC and store director for receipt of all calls. The project manager shall be able to read, speak, and write the English language. Provide the name of the individual designated as the project manager with submission of the quote. Advance written notification is required prior to any project manager change.

(2) The Contractor shall implement all necessary work control procedures to ensure fully adequate and timely completion of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment

are available to complete work requirements with regard to the established time limits and quality standards. Provide verbal scheduling and status reports when requested by the store director.

(3) Except as otherwise specified, perform all routine pest control during regular working hours of the commissary. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact. Submit, for approval by the store director, all work schedules. Checking traps, when possible, should occur before commissary opening or after its closing. If the Contractor desires to work on Sunday, holidays, or outside regular working hours, he/she must obtain the written approval of the store director. This notification must occur at least (1) one day in advance.

(4) Check In/Check Out Requirements. The Contract Pest Controller shall check in prior to the commencement of work and check out at the completion of work, at a site designated by the store director. At the time of check in/check out, the project manager shall indicate:

- (a) The services planned during the day;
- (b) The location of the planned services;
- (c) Planned services, which were not completed during the day; and
- (d) Schedule of proposed follow-up treatments identified during the day.

8. SPECIAL REQUESTS AND EMERGENCY SERVICE. The Contractor shall provide miscellaneous unscheduled pest control services as specified below:

a. Emergency Calls. The store director classifies service calls as emergency. Generally, emergency calls will consist of obtaining control of pests, which could affect the health or well-being of personnel. The Contractor shall respond immediately and must be on site to provide an initial inspection and treatment within three (3) hours after receipt of the emergency call request.

b. Routine Calls. The store director will classify all non-emergency service calls as routine. The Contractor shall complete the initial inspection and treatment for each routine service call within three (3) working days after receipt.

c. The Contractor shall perform corrective action requests within 24 hours (except Sundays and holidays) after receipt of notice from the store director that inspection has revealed the pest exceeds threshold limits. Make callbacks at no additional cost to the Government; there is no limit to the number of callbacks.

d. The Contractor shall provide pest control services on a service call (fixed-price) basis in buildings covered by scheduled inspections and required pest control services, such as bait station maintenance, around the exterior of building and in adjacent exterior areas (up to five feet radius from the exterior walls). Use IPM practices to treat the area(s) specified in the work authorization if pest activity is found, perform follow-up inspections, and, if needed, re-treatment at no additional cost to the Government until the acceptable level of control is achieved.

e. The Contractor is not liable for equipment damaged or destroyed due to negligence of store personnel. Reimburse the Contractor with the commissary's GPC for such equipment replacement as it is not covered under this contract.

9. CONTRACTOR PERSONNEL

a. Contractor shall provide all equipment, materials, and services to perform the requirements of this contract. Such equipment and the use of that equipment shall be subject to the inspection and approval of the store director.

b. Licensing and Certification. The Contractor shall be licensed/certified as a commercial pesticide applicator in the appropriate category by the State of (*insert State where service is provided here*) to provide pest control IAW this contract. All work shall be performed by properly trained and responsible individuals. The Contractor shall provide photocopies of State-issued Commercial Pesticide Applicator Certificates or Licenses for every Contractor employee who will be performing on-site service under this contract. They shall also provide a copy of the company's business license.

10. USE OF PESTICIDES

a. Apply all pesticides in a manner consistent with the manufacturer's product label. When pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall provide all EPA-registered and labeled pesticides necessary to perform the services of this contract. Deliver all pesticides for Contractor use to the specific work site or facility in securely closed containers. Containers shall be in good condition without leaks or corrosion, with tight fitting seals or covers and with labels that are intact and legible. The Contractor shall use all pesticides IAW the product label directions. Service containers shall be properly labeled so that the contents can be identified.

b. Technical Specification Changes. As new materials and methods become available, it may become necessary to alter the technical specifications of this contract to accommodate such changes, such as those which would reduce reliance on pesticides, or use safer materials. The Contractor shall recommend specification changes to the store director when:

- (1) Newer, safer, and more effective methods become available;

- (2) More selective pesticides become available; and
- (3) Less toxic and less persistent pesticides become available.

c. Proposed changes to the initial pesticide list must receive approval from the Installation IPMC prior to usage of any new product. To obtain approval for an additional product, the Contractor shall submit the EPA-approved label, safety data sheet (SDS), target pest, and application site to the Installation IPMC through the COR. The Installation IPMC shall submit the request to the Major Command Pest Management Consultant for review and notify the COR once a determination has been made.

d. As a general rule, the Contractor shall apply all insecticides as baits or “crack and crevice” treatments, as needed. “Crack and crevice” is defined as treatments in which the formulated insecticide is not visible to a bystander during or after the application process. Application of insecticides to exposed surfaces or space sprays (fogging) shall be restricted to exceptional circumstances where no alternative measures are practical. The Contractor shall obtain prior approval from the store director and the Installation IPMC before any application of this nature. The Contractor, if permission is granted, must ensure all necessary precautions are taken to ensure tenant personnel and employee safety, and that all steps are taken to ensure containment of the pesticide to the specified site.

e. Only apply pesticides “as needed.” Do not apply pesticides unless pests have been detected and identified in that specific area. The store director will evaluate all requests for preventive pesticide treatments where survey indicates a potential arthropod or rodent infestation on a case-by-case basis. Written approval is required.

11. INSECT CONTROL

a. Cockroaches: Perform cockroach monitoring for infestations by visual inspections and/or the use of sticky traps. Control is defined as no more than two cockroach adults or nymphs, or one egg case in a room. Report in writing to the store director, monitoring results and a report of conditions conducive to cockroach infestations. The store director shall maintain at the commissary. If more than two adults/nymphs or one egg case are found in any room, a call back request will be issued by the store director.

b. Ants: Establish control within 15 calendar days after the start date of the contract. Control is defined as keeping all facility areas free of any infestation for the duration of the contract. If an infestation is located by the Contractor during a scheduled inspection/treatment, and a follow-up inspection/treatment is required to ensure that control has been obtained, schedule the follow-up service and provide the schedule to the store director. The Contractor shall provide a report of conditions conducive to ant infestation to the store director, if necessary.

c. Other Arthropod Pests (silverfish, spiders, and crickets): Control shall be achieved within two services. Control is defined as less than two sightings of the target pest during a 30 calendar

day period. The Contractor shall provide a report of conditions conducive to the specific pest infestation to the store director, if necessary.

12. RODENT CONTROL

a. As a general rule, accomplish rodent control inside buildings with traps such as glue boards, snap traps, and multi-catch traps (i.e. Tin Cat). Conceal traps out of general view and in protected areas so as not to be affected by routine cleaning and other operations. Service traps on a schedule approved by the store director. The Contractor is responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.

b. Do not use rodenticides in sales areas where open food may be present. You may use rodenticides indoors only in the warehouse area. In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control, Contractor shall obtain approval of the store director prior to making any rodenticide treatment. All above ground rodenticide applications shall be in EPA-approved, tamper resistant bait boxes. Make outdoor rodenticide applications directly to rodent burrows wherever feasible otherwise make applications in bait boxes.

c. Maintain bait boxes in accordance with EPA regulations to ensure the safety of non-target organisms. Place all bait boxes out of general view. Bait stations shall remain free of insect infestation and shall not be placed in food service or food preparation areas. Lock or fasten shut bait station lids. Securely attach or anchor bait boxes outdoors to the ground, wall, or other immovable surface. Secure bait in the feeding chamber of the box. Label and date bait boxes on the outside with the Contractor's business name and address, and the time of installation and each servicing. Service bait boxes on a schedule approved by the store director.

d. Establish rodent control within 30 calendar days after the start date of the contract. Control is defined as keeping areas free of infestation for the duration of the contract. Signs of rodent infestation, such as active burrows, fecal material, urine stains, commodity damage, etc., shall be evidence of lack of control. When noxious odors indicate the presence of a dead rodent resulting from Contractor operations, Contractor shall locate and remove carcass. If the carcass is located in an inaccessible area, the Contractor shall apply an effective deodorizer. Appropriate measures shall be taken by the Contractor to prevent ectoparasite (i.e. mites) infestations in and around the buildings after control of the rodents. The Contractor shall provide a report of conditions conducive to rodent infestation to the store director, if necessary.

13. STORED PRODUCTS PEST CONTROL

a. The Contractor shall monitor for stored products pests by visual inspection and/or pheromone or food attractant traps to detect pests at suitable locations. Additionally commissary employees may report pest sightings. The Contractor shall identify the source of the infestation and report it to the store director so that the source can be removed.

b. Only apply pesticides, if needed, to building surfaces and not to exposed food materials, packaging, or food handling equipment. Control is defined as no visible pests, including adults, immature stages and eggs, 72 hours after treatment.

14. STRUCTURAL MODIFICATIONS AND RECOMMENDATIONS

a. The Contractor shall be responsible for advising the store director about any structural, sanitary, or procedural changes that would reduce pest food, water, harborage, or access.

b. The Contractor shall be responsible for adequately suppressing all pests included in the contract. Commissary cooperation with the Contractor on recommended changes is required to ensure a successful pest management program.

c. The Contractor will not be held responsible for carrying out structural, sanitary or procedural changes as part of the pest management effort. However, applications of caulk and other sealing materials by the Contractor to eliminate pest harborage or access can be approved by the store director on a case-by-case basis.

d. The Contractor shall obtain prior approval from the store director before applying any sealing material or making any structural change.

15. QUALITY CONTROL PROGRAM. The Contractor shall establish a complete quality control program to ensure the requirements of the contract are provided as specified. The Contractor shall submit a copy of this program with submission of their quote. The program shall include at least the following items:

a. Inspection System – The Contractor’s quality control inspection system shall cover all the services stated in this contract. The purpose of the system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable and/or the store director identifies the deficiencies.

b. Checklist – A quality control checklist shall be used in evaluating contract performance during regularly scheduled and unscheduled inspections. The checklist shall include every building or site serviced by the Contractor as well as every task required to be performed.

c. File – A quality control file shall contain a record of all inspections conducted by the Contractor and any corrective action taken. The file shall be maintained throughout the term of the contract and made available to the KO or store director upon request.

d. Inspector (s) – The Contractor shall state the name (s) of the individual (s) responsible for performing the quality control inspections.

OPTIONAL OR AS-NEEDED REQUIREMENTS:

1. NUISANCE BIRDS

a. The Contractor shall be responsible for managing nuisance birds that may contaminate food and food handling areas, cause injury to employees and shoppers, and pose a disease threat to personnel. This may include: exclusion (i.e. netting, anti-roosting devices, etc.); bird removal from the interior of the facility; nest removal; and trapping. Appropriate measures shall be taken by the Contractor to prevent ectoparasite (i.e. mites) infestations in and around the buildings after the removal of the birds or their nests. Except for pigeons, starlings and house sparrows, the Contractor may not conduct management operations that pose harm to birds, their nests, or their habitat without first consulting the Installation IPMC to determine if a permit is needed. Dead and dying birds resulting from the control program shall be disposed of off the installation by the Contractor. The Contractor must possess the knowledge to properly manage birds and know the legal status of birds.

b. Any native bird recovered unharmed from inside a structure as a result of nuisance wildlife control operations shall be released outdoors in the general vicinity of the structure. Any injured native bird recovered as a result of nuisance wildlife control operations will be turned over to a licensed wildlife rehabilitator of the Contractor's choosing.

c. The Contractor shall possess the appropriate permits issued by the State. The Contractor shall be aware of and conduct training for all employees in the requirements for the handling, transportation, and (if required) euthanasia of removed nuisance birds.

d. Control shall be established within 30 calendar days after the contract start date, and maintained for the duration of the contract. Control is defined as no more than five (5) pigeons and no more than eight (8) birds total (all nuisance species combined) sighted on a building or structure at one time, and no birds sighted within the commissary.

2. OTHER VERTEBRATE CONTROL

a. The Contractor shall provide services for the removal from the interior of the commissary of wild and feral animals, including squirrels, skunks, opossums, raccoons, snakes, cats, bats, and dogs. The Contractor will remove these animals from the exterior commissary property if they may contaminate food and food handling areas, cause injury to employees and shoppers, and pose a disease threat to personnel. The Contractor shall use only cage-type live traps or other techniques that do not harm the captured animal. Leg-hold steel traps shall not be used. Trapping shall be performed out of sight from the public to avoid potential public relations problems.

b. Take all captured feral house-pets and exotic wildlife to the installation animal control facility, unless otherwise directed by the Installation Veterinarian, Military Police, or the Installation IPMC.

(1) Immediately release all captured native wildlife outside the commissary property or euthanize. Do not relocate wildlife elsewhere on the installation or outside the installation without first consulting with the installation IPMC who will seek approval from the installation wildlife biologist. Euthanize animals humanely in accordance with the guidelines of the American Veterinary Medical Association.

(2) In order to perform nuisance wildlife control services, Contractor personnel shall possess the appropriate trapping or control permit as required by the State. The Contractor shall be aware of and conduct training for all employees in the requirements for the handling, transportation, and (if required) euthanasia of removed nuisance animals.

c. Odor Control: The Contractor shall eliminate or effectively counteract or mask undesirable odors associated with live animals.

DEFINITIONS – TECHNICAL

As used throughout this contract, the following terms shall have the meanings set forth below:

a. Integrated Pest Management (IPM). A planned program incorporating continuous monitoring, education, record keeping, and communication to prevent pests and disease vectors from causing unacceptable damage to operations, people, property, material, or the environment. IPM uses targeted, sustainable (effective, economical, environmentally sound) methods including education, habitat modification, biological control, genetic control, cultural control, mechanical control, physical control, regulatory control, and where necessary, the judicious use of least-hazardous pesticides.

b. Pesticide. Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest, and any substance or mixture of substances intended for use as a plant regulator, defoliant, or desiccant.

c. KO. The KO is a person with the authority to enter into, administer, and/or terminate contracts and make related modifications, determinations and findings. The term includes certain authorized representatives of the KO acting within the limits of their authority as delegated by the KO.

d. Contractor. The term Contractor refers to both the prime Contractor and subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

e. Call Back. A request for additional service or re-treatment following the initial service that has not provided the control required. Repeated callbacks are possible and shall be provided at no additional charge to the Government.

f. Environmental Protection Agency (EPA). That Federal agency delegated authority to enforce the FIFRA.

g. Installation IPMC. The person designated by installation Commander to coordinate all pest management activities on the installation.

h. Pest Management Coordinator. The person designated by the store director to ensure that contract pest control work is performed safely and effectively.

i. Regular Working Hours. The commissary's regular (normal) working hours as established locally, except Federal holidays and other days specifically designated by the store director.

j. Response Time. The time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.

APPENDIX B

IPM CHECK SHEET

1. IPM PLAN – GENERAL

a. Is there an Integrated Pest Management Plan for the commissary? If the installation has it, get a copy to keep at the commissary.

b. Is there an ISA in effect that provides IPM support? Support agreements can be viewed by going to DeCA OneNet and selecting Systems, SharePoint, DeCA Public Folders, ISA and then selecting the location.

c. Is there a cleaning schedule for the commissary and do the cleaning frequencies appear to be sufficient, especially in areas where infestations are likely to occur (under/behind gondolas, voided spaces behind walls, surrounding the facility), to control infestations?

d. Are Pest Control Operator's (PCO) licenses available and included in the IPM? If the installation has these, get a copy to keep at the commissary.

e. Has a COR been established at commissary level to monitor the aspects of the contracted pest control and/or ISA support?

f. Is a commissary diagram available with detailed bait/trap stations identified on the diagram?

g. Are thresholds set and established by the designated pest control representatives for control of identified pests and are these thresholds compatible with those given in this directive?

h. Is there a sighting log available and are they being recorded and reviewed by employees and the pest control operator?

i. Does the PCO provide in and out briefings to commissary management and the designated COR?

j. Are designs for new construction/modifications reviewed by DeCA HQ MPH/CSOs?

k. Does the PMC escort the PCO during visits?

l. Does the PCO sign-in and out on Pest/Rodent Control Log (Appendix C) and fill out the Pest Management Maintenance Program form if pesticide is applied (Appendix D)?

m. Are the times spent conducting surveillance sufficient to provide adequate support based on the commissary size?

2. PEST SURVEILLANCE AND CONTROL

- a. Are cockroaches a problem?
- b. Are sanitation and/or harborage conditions conducive to cockroach infestations?
- c. Is cockroach surveillance conducted and is it adequate?
- d. Are there spider problems?
- e. Is spider surveillance conducted and is it adequate?
- f. Are their stored product pest problems?
- g. Is stored product pest surveillance conducted and is it adequate?
- h. Are the control measures for insect pests (cockroaches, spiders, stored product pests, etc.) effective?
- i. Are window and doors adequately screened?
- j. Are dumpster lids closed?
- k. Are the dumpsters cleaned regularly?
- l. Are non-chemical controls used in pest control operations?
- m. Are rodents a problem?
- n. Are exclusion (rodent-proofing) measures adequate?
- o. If present, have rodent bait stations been serviced, is there evidence of feeding?
- p. Are rodent surveillance and control adequate and are they conducted IAW the Pest Management Plan?
- q. Is there an outdoor rodent control program in effect?
- r. Are birds a problem?
- s. Are exclusion measures adequate?
- t. Is bird surveillance conducted adequately and IAW the Pest Management Plan?
- u. Is there adequate space around outside walls for inspection?

- v. Are stringent sanitary standards being enforced in all food storage areas?

3. CONTRACTING PEST CONTROL (COMMISSARY)

- a. Have contracts for pest control services been reviewed and approved by the commissary's COR and DeCA HQ/area MPH pest management consultants (Health & Safety/CSO)?

- b. Does the pest control contractor report pesticide usage to the installation pest management coordinator (IPMC) monthly, or as required by contract?

- c. Are all contractor pesticide applicators State certified (verify and keep copies of their certificates on file at the commissary)?

- d. Is pest surveillance and control being conducted as specified in the contract?

APPENDIX E

INTEGRATED PEST MANAGEMENT PLAN MODEL

1. Background Information. Include the information that is included within this directive as the background.

2. IPM Plan. Provided by either the Installation (if supported by an ISA) or Contract Pest Control.

a. This should be outlined and identified in our statement of work for contracts.

b. In installation supported facilities the Entomology section is required under DoDI 4150.7 to establish an IPM Plan.

c. Outline the particulars that must be addressed from all parties involved in the integrated approach to IPM. It should include the particulars that we are to provide in terms of sanitation and should include at a minimum the cleaning schedule at each facility (these plans will be different for each facility).

d. Other areas to address and incorporate include the facility maintenance and responsibilities at commissary level for the full maintenance contract to address areas effecting affective pest exclusion including doors, windows, seals, etc.

3. Pest Control Certification/COR. Provide copies of pest control license for all parties administering pesticides at the commissary. Does the commissary/CDC/CMPP have a COR identified on orders and trained to administer and monitor the pest control contract and/or pest control provided by the installation.

4. Threshold for Control.

a. Rodent - 0 - Tolerance. One (1) rodent warrants an increase in pest exclusion and control practices.

b. Cockroaches. If 4 cockroaches are found on one glue board in a respective area during an inspection or monitoring event, this will be considered as an infestation and an increase in pest exclusion and control practices is warranted.

c. Birds - 0 - Tolerance. One (1) bird warrants an increase in pest exclusion and control practices.

d. Other Pests. This must be determined on a case-by-case basis and it will need to be assessed at that time as to whether an increase in exclusion and control practices is warranted.

5. Commissary Diagram

a. To have an effective pest control program the operator must have a diagram detailing where monitoring and inspection devices are in place.

b. These should be checked on a regular basis (as determined by the IPM plan) to determine level of infestation.

6. Pest Control Log

a. The PCO is required to report all chemicals used on a Federal installation IAW DoDI 4150.7.

b. The collection of this information must be reported according to the active ingredient to the local DPW&L.

7. Sighting Log

a. There must be a sighting log established in the IPM plan that the commissary employees use to detail where and when pests were sighted within the facility.

b. These logs provide the pest control operator essential information they may not be able to acquire during their normal inspections.

8. Sign In and Sign Out Log

a. PCOs must sign in and sign out on each visit. This information is essential in assessing the level of support required.

b. An inspection should take approximately 3-4 hours per facility. A visit that lasts less than an hour is not sufficient to appropriately monitor and assess the levels of pest control required for a DeCA facility.

GLOSSARY

G.1. ACRONYMS

AFPMB	Armed Forces Pest Management Board
AOR	Area of Responsibility
BL	Black light
CDC	Central Distribution Center
CFR	Code of Federal Regulations
CMPP	Central Meat Processing Plant
CONUS	Continental United States
CAR	Corrective Action Report
COR	Contracting Officer Representative
CSD	Customer Service Department
CSO	Consumer Safety Officer
DAPCO	Designated Agency Pest Control Official
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency Directive
DeCAF	Defense Commissary Agency Form
DeCAH	Defense Commissary Agency Handbook
DIRep	DeCA Interest Report
DoD	Department of Defense
DoDI	Department of Defense Instruction
DPW	Department of Public Works
EPA	Environmental Protection Agency
FDA	Food and Drug Administration
FIFO	First In, First Out
FIFRA	Federal Insecticide, Fungicide, and Rodenticide Act
FSPAR	Food Safety Program Assistance and Review
GPC	Government Purchase Card
IAW	In accordance with
ILT	Insect Light Trap
IPM	Integrated Pest Management
IPMC	Installation Pest Management Coordinator
ISA	Inter-Service Support Agreement
KO	Contracting Officer

MFI	Medical Food Inspector
MPH	Health and Safety Directorate
MSDS	Material Safety Data Sheets
ODD	Overseas Distribution Division
OSHA	Occupational Safety and Health Association
OCONUS	Outside Continental United States
PAR	Performance Assessment Evaluation
PHC	U.S. Army Public Health Command
PCO	Pest Control Operator
PMC	Pest Management Coordinator
PMQAE	Pest Management Quality Assurance Evaluator
POC	Point-of-Contact
PWS	Performance Work Statement
PUP	Pesticide Use Proposal
QAE	Quality Assurance Evaluator
SDS	Safety Data Sheet
SME	Subject Matter Expert
U.S.C.	United States Code
USFWS	United States Fish & Wildlife Service

G.2. Definitions

Call Back. A request for additional service or re-treatment following the initial service that has not provided the control required. Repeated callbacks are possible and shall be provided at no additional charge to the Government.

Certified Pesticide Applicator. Any individual who applies pesticides or, in the case of DoD employees, supervises the use of pesticides during apprenticeship training. A certified applicator has successfully completed an EPA-approved training program that includes written examinations in core and specific application categories. Certification may be by DoD, a State, or for OCONUS by the provisions of paragraph 2.5. of this Instruction.

Contracting Officer (KO). The KO is a person with the authority to enter into, administer, and/or terminate contracts and make related modifications, determinations and findings. The term includes certain authorized representatives of the KO acting within the limits of their authority as delegated by the KO.

DoD-Certified Applicator. A DoD military or DoD civilian employee, certified IAW references (g) or (h), who applies pesticides on DoD installations and property.

Contractor. The term Contractor refers to both the prime Contractor and subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

Contractor Applicator. A contract employee, certified by a State or host nation, who applies pesticides on DoD installations and property. The Contractor shall be required to provide evidence of certification of applicators in all appropriate pest management categories for which the work is to be done at the time the contract is let.

Environmental Protection Agency (EPA). That Federal agency delegated authority to enforce the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA).

Integrated Pest Management Program. A single, comprehensive program that encompasses all pest management activities of DoD.

Food Attractant Trap. This is a device using a food attractant to attract insects. It is used for monitoring a group of insects (e.g., stored-product insects, soil insects). Some traps are designed to retain attracted insects. They are often combined with pheromone lures in a single trap.

IPM. Pursuant to section 136 of reference (d), a sustainable approach to managing pests by combining biological, cultural, physical, and chemical tools in a way that minimizes economic, health, and environmental risks.

IPM Plan. A long-range, well-defined planning and operational document that describes the IPM program. Written pest management plans are required as a means of establishing and implementing IPM.

Installation IPM Coordinator. A DoD employee or contractor officially designated by the installation commander to coordinate and oversee the installation IPM program.

Medical Food Inspector (MFI). The MFI may be either Military or Civilian medical personnel of the military Services. They may include Preventive Medicine personnel of the Army, Navy, or Air Force and Veterinary Services personnel of the Army.

Monitoring. Thorough inspections or surveys conducted on a regular basis to determine the presence and abundance of pests or disease vectors.

Nuisance Pests. Insects, other arthropods, and other organisms that do not cause economic damage or adversely affect human health but that cause annoyance.

Pesticide. Any substance or mixture of substances, including biological control agents, that may prevent, destroy, repel, or mitigate pests and is specifically labeled for use by the EPA. Also, any substance or mixture of substances used as a plant regulator, defoliant, desiccant, disinfectant, or biocide. The AFPMB does not review or approve disinfectants or biocides.

Pest Management. The prevention and control of disease vectors and pests that may adversely affect the DoD mission or military operations; the health and well-being of people; or structures, materiel, or property.

Pests. Arthropods, birds, rodents, and other organisms (except for human or animal disease-causing organisms) that adversely affect readiness, military operations, or the well-being of personnel and animals; attack or damage real property, supplies, equipment, or vegetation; or are otherwise undesirable.

Pheromone Trap. This is a device using a pheromone lure that attracts and retains insects, used primarily for monitoring particular species. However, in some situations these traps can aid in the suppression of insect populations. Pheromone traps may be combined with food attractants in a single trap.

Regular Working Hours. The commissary's regular (normal) working hours as established locally, except Federal holidays and other days specifically designated by the store director.

Response Time. The time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.

Surveillance. Thorough inspections or surveys made before or after pest management treatments to determine the presence and abundance of pests or disease vectors.

REFERENCES

- AFPMB Technical Guide 17, "Military Handbook, Design of Pest Management Facilities," August 2009, (V) December 2016.
- AFPMB Technical Guide 18, "Installation Pest Management Program Guide," March 2013, (V) December 2016.
- AFPMB Technical Guide 27, "Stored-Product Pest Monitoring Methods," December 2016
- AFPMB Technical Guide 39, "Guidelines for Preparing DoD Pest Control Contracts Using Integrated Pest Management," February 1997
- DeCA Directive 5-2, "Records Management Program," August 28, 2007
- DeCA Directive 30-22, "Integrated Pest Management Programs," April 26, 2018
- DeCA Directive 50-4, "Civilian Employee Discipline and Adverse Actions," August 29, 1994
- DeCA Directive 50-7, "Performance Management System (PMS)," April 4, 2012
- DeCA Directive 70-2, "Internal Control Program," December 17, 2007
- DeCA Directive 70-12, "Interservice and Intra-governmental Support Agreements (ISA)," August 22, 2014
- DLA Regulation 4145.31, "Integrated Stored Products Pest Management," June 20, 2002
- DoD Directive 4715.1E, "Environment, Safety, and Occupational Health (ESOH)," March 19, 2005, (V) last modified July 1, 2015
- DoD Directive 5134.01, "Under Secretary of Defense for Acquisition," April 1, 2008 (V) July 17, 21015
- DoD Directive 5400.07, "DoD Freedom of Information Act (FOIA) Program," January 2, 2008, (C) July 28, 2011
- DoD Instruction 4000.19, Support Agreement, April 25, 2013
- DoD Instruction 4150.7, "DoD Pest Management Program," May 29, 2008
- Food Code (as adopted by the Services), 2013
- MB Technical Guide 29, "Integrated Pest Management (IPM) in and Around Buildings," July 2003
- United States Code, Sections 10 and 136 of title 7, Agriculture, January 5, 2009