

Rentokil Bed Bug Services Statement of Work (SOW) for NPN

Effective Date: January 16, 2023

Overview:

- Bed bugs are a major concern to the hotel and its guests.
- Bed bugs are most often introduced to businesses by hitchhiking on people and objects – personal belongings such as clothing, coats, backpacks, and luggage; incoming supplies and linen vendors; transport equipment; returned goods; and more.
- Any employee or guest with a bed bug issue at home could unknowingly bring pests into your facility.
- Once inside your facility, bed bugs can spread quickly. They are expert crawlers and can move rapidly to new areas by crawling.
- Bed bugs can also climb, but they have a hard time climbing smooth surfaces, such as finished metal objects, tile, porcelain, and similar finishes
- Although you can never fully prevent bed bugs from being introduced to your business, you can take steps to help alert you at the first sign of a problem.

Objective:

To help ensure that a pest-free environment is maintained.

Brief History:

- Bed bugs were prominent in the United States until the early 1940s, when the use of DDT as a pesticide all but eradicated them.
- However, in the mid to late 1990s, bed bugs began to have a resurgence in the U.S. Although no one thing led to the bed bug comeback, it was spurred by a number of factors: increased global travel, an increase in the popularity of repurposed or recycled items, vigilance around pesticide usage, and the growth of urban areas.

Required Procedures:

- It is critical that we address bedbug infestations quickly.
- Please become familiar with this **Rentokil Bed Bug Services Statement of Work (SOW) for NPN** document so you and your staff can identify signs of bedbugs and deal with them effectively.
- The Hotel housekeeping staff should be trained and instructed to immediately report any evidence of a possible bedbug infestation.
 - If bed bug activity or evidence is confirmed by Hotel Staff, the **Contact/Escalation Process** shall be used to notify Rentokil immediately. Please notify the National Accounts Call Center that Bed Bug activity is confirmed and that a Bed Bug Treatment will be required.
 - If bed bug activity or evidence is only suspected by the Hotel Staff, but not confirmed, the **Contact/Escalation Process** shall be used to notify Rentokil immediately. Please notify the National Accounts Call Center that Bed Bug activity is suspected, and that a Bed Bug inspection is being requested.
 - Hotel shall also notify the National Accounts Call Center if ActiveGuard liners are being requested as part of the treatment (ActiveGuard Liners allow for a 90 day warranty on the treatment, and will be installed on the box springs by Rentokil).
 - Provide National Accounts Call Center with:
 - The Room number (s) where a treatment or an inspection is required.
 - The # of beds and size of beds in a Bed Bug service (for inspection or treatment) requested room. Be sure to indicate if a “King Size” room has Two (2) twin box springs.
- Follow the “Treatment Preparation Requirements” in this **Statement of Work (SOW)** for any room where confirmed bed bug activity is present so that Rentokil can immediately begin the treatment process.
- Be prepared to follow the “Treatment Preparation Requirements” for any room where only a Bed Bug Inspection is scheduled to take place, in case Bed Bug activity is found by Rentokil and immediate treatment is required.

Contact/Escalation Process for Bed Bug Services (and other pest related service requests):

All communications from NPN properties should follow the escalation protocol, as follows:

1. Rentokil National Accounts Call Center shall be used for any emergency request for service (877-764-0007).
2. Email shall also be sent to the Rentokil Customer Care Team assigned to NPN: gfmanagementteam@rentokil.com can be emailed for communications for all pest related service requests.

TREATMENT PREPARATION REQUIREMENTS

Your cooperation is critical to the successful elimination of bed bugs from your property. The following essential preparation steps must be completed prior to service. Use his handy chart to help ensure that all tasks are completed.

COMPLETED	PREPARATION REQUIREMENTS
	Carefully remove linens from all mattresses and box springs.
	<ul style="list-style-type: none"> Seal linens into a plastic trash bag and immediately take them to be laundered. Launder and dry bedding at high temperatures. Bedding that cannot be laundered should be placed into the dryer on high heat for a minimum of 30 minutes to kill bed bugs and their eggs. Place "cleaned" items into a new plastic bag and seal it shut.
	<ul style="list-style-type: none"> Any piles of clothing, particularly those that have been worn and not laundered, on the floor, in closets, or in hampers should be removed. There is evidence that worn clothing can attract bed bugs, so all clothing should be laundered, and dried on high heat prior to treatment.
	Remove any personal items that may be on top of furniture to avoid damage during treatment, such as jewelry boxes, alarm clocks, picture frames, etc.
	Any items that are found to be infested with bed bugs during the preparation process should be placed into a sealed plastic bag and brought to the attention of the Pest Specialist.
	Cover fish tanks and turn off all pumps.
	Double bag and remove vacuum cleaner bags prior to treatment. Live bed bugs may have been vacuumed and still be alive in vacuum bags. If bags are not removed, bed bugs could potentially reinfest the area.
	Keep people (except trained applicators) and pets out of treated areas during treatment and for 4 hours following treatment.

Special Notes on Mattresses and Box Springs: Under this Rentokil SOP, there is no demand that a Mattress or Box Spring be discarded. If the Mattress and/or Box Spring are either old, torn, heavily soiled or worn from age, it may be considered beneficial to the property to consider discarding these items in these cases, but that would be related more to a quality of mattress/box spring decision by the hotel, and is not related to the Rentokil SOP of treatment.

Box springs can be and will be treated. We would address any activity observed on a box spring with the standard treatment protocol. Rentokil’s policy avoids applying any products that contain residual materials is confined to a mattress. Rentokil will carefully inspect and use a vacuum and Steri-fab (an alcohol based treatment/application) on any areas of a mattress that would show signs of activity. In some situations, Rentokil as a treatment tool may use steam treatments.

The significant advancement of Bed Bug products and tools for treatment has essentially eliminated the previous protocol requirements to discard mattresses and box springs during a bed bug treatment.

Rentokil is responsible for the inspection of the mattress and box spring to help ensure it is Bed Bug free, before the release of a room. Rentokil will apply Steri-fab where and when it is deemed appropriate. The hotel does not need to apply anything during this Bed Bug Treatment process.

Rentokil Bed Bug Protect+ (Curative) Field Service Protocol (Instructions for Rentokil Service Team):

Before Service

- Review the treatment plan with the customer or contact person and give them the opportunity to ask questions. Communicate the re-entry time and after service activities if necessary.
- Ensure that the customer preparations are complete before proceeding with the service. In case the preparation is incomplete, document the incomplete items and follow company guidelines for rescheduling the service.
- Instruct the customer to wrap and remove any items that are to be discarded before treatment.
- Items should be wrapped to prevent any insects from dropping-off during transport. Wrap materials can include large plastic bags, shrink wrap, or other material that will prevent drop-off.

During Service

- Inspect the entire treatment area to determine the focal point of the activity (where people are sedentary for significant amounts of time, e.g., bed, couch, sleeping area, etc.) and any other areas with activity.
- Prior to insecticide applications, **vacuum** all observed bed bugs (live and dead), cast skins, and eggs from the treatment area. Treat used vacuum bags with **CimeXa** and place in a trash bag before discarding.
- Begin service at the focal point of the infestation; generally, this will be the bed or other sleeping area in an infested room.
- Best practice and Rentokil policy requires more than one person to move large or heavy objects.
- Mattresses and other surfaces where direct skin contact is likely may NOT be treated with general use insecticides. Sterifab can be used as needed for spot treatments on those surfaces.
- Mattresses and box springs must be moved, inspected and treated as necessary.
- Bed frames/headboards must be disassembled and treated with special attention to cracks, crevices, holes and voids.
- Inspect and treat with appropriately labeled products, areas adjacent to the infestation focal point(s) including baseboards, wall/floor junctions, carpet tack strips, electrical outlets and boxes, cracks in walls and floors, items hanging on walls and relevant structural voids.
- Moving out from the infestation focal point, inspections and treatment should focus on potential harborage areas adjacent to the focal point(s), including but not limited to:
 - Night stands & dressers
 - Tables
 - Sofas
 - Chairs
 - Closets
 - Adjoining rooms
 - Windows
 - Door frames
 - Pipe ways
 - Baseboards
 - Wall/floor junctions
 - Carpet tack strips
 - Electrical outlets and boxes
 - Cracks in walls and floors
 - Items hanging on walls
 - Other relevant structural voids
- Apply **CimeXa dust**, using an **Exacticide Duster**, to:
 - Cracks, crevices and voids
 - Crevices in beds/furniture, bed frames
 - Behind wall plugs
 - Under carpet edges
 - Drawers
 - Closet shelving
 - Picture frames
 - Crown molding
 - Door molding/frames
 - Behind baseboards
 - Wall voids (requires written customer consent if drilling is necessary)
 - The Paint Brush Applicator attachment can be used to apply CimeXa to soft surfaces, such as
 - between sofa cushions and crevices in soft chairs.
- **Aprehend** bio-pesticide should be applied:
 - To areas where people spend sedentary time
 - As a barrier between bed bug harborages and potential food sources (people, pets)
 - As a two-inch band around the base of the box spring. If an ActiveGuard box spring liner is installed, it will need to be removed if Aprehend is to be applied.
 - Along the bed frame
 - Around the perimeter of the head board.
- **Aprehend** bio-pesticide should NOT be applied:
 - To the same location that Crossfire is applied
 - To a wet or damp surface
 - To surfaces where people may come into direct, prolonged contact
 - On follow-up or additional visits, to the same surfaces treated during the initial service.
 - Do not allow unprotected people and pets in the treated area(s) during application or for **four (4) hours after treatment**.
- Apply **Crossfire** with a B&G compressed air sprayer to areas of potential harborage, previously listed, that were not treated with dust.
 - Before application, ensure that all food/food surfaces and utensils are covered.

- If the spray mist can get into your breathing zone, wear a respirator for your safety.
- Crossfire is a suspo-emulsion (suspended solid) formulation and requires frequent agitation.
- When performing a second or additional service, Crossfire should not be applied to the same surface it was applied to on the prior service.
- Aerosols are not required for use. However, they may be used on an as needed basis where other options might be less effective or when a pressurized option for deep penetration is desired. Bedlam+ and Phantom II Aerosol are the only approved products.
- Steri-Fab is not required for use, but may be used to treat insects or eggs on potential skin contact surfaces such as mattresses and couches/chairs.

After Service

- Document any preparation requirements that were not completed at the time of service and/or any required prior to the next scheduled service (if more than one service).
- Document the areas where bed bugs were found as well as the approximate number of insects.

Pricing on Services/Products:

Service/Product Description	Price/Room	Warranty	Room Release Timeline
Bed Bug Protect+ Conventional Treatment Cost/Primary Room without purchase of ActiveGuard Liners)	\$375	30 Days without Active Guard Liners	4 hours after treatment for minor or moderate activity. If Rentokil does not release the room at the completion of the treatment, then a no charge follow-up service will be provided to release the room. For safety reasons, re-entry time to a room by hotel staff is a minimum of 4 hours.
Bed Bug Protect+ Conventional Treatment Cost/Primary Room with purchase of ActiveGuard Liners)	\$375.00 + cost of Active Guard Liners (see below)	90 Days with Active Guard Liners	4 hours after treatment for minor or moderate activity. If Rentokil does not release the room at the completion of the treatment, then a no charge follow-up service will be provided to release the room. For safety reasons, re-entry time to a room by hotel staff is a minimum of 4 hours.
(*) Bug Inspections Only (per room); for secondary room inspections - Guest Rooms to each side of primary room and 1 room across the hall of the primary room	\$75.00	N/A	Immediately after inspection if the room is determined to be Bed Bug free
(**) Optional Request - Bed Bug Inspections (7-10 days after Treatment) for Bed Bug Protect+ Conventional Treatment Rooms if requested by a NPN Property even though Room is released 4 hours after most Bed Bug Protect+ Conventional Treatments.	\$100.00	N/A	Immediately after inspection if the room is determined to be Bed Bug free
Heat Chamber Treatment	\$950.00 per standard room; \$1,150.00 per suite room	30 days	4 hours after treatment for minor or moderate activity. If Rentokil does not release the room at the completion of the treatment, then a no charge follow-up service will be provided to release the room.
Active Guard Liners	Based on Beds in Room Twin = \$78 each Full = \$85 each Queen = \$89 each King = \$98 each	2 Years	N/A

(*) Should the “Bed Bug Inspections Only” (as defined in above pricing chart) process by Rentokil determine that active Bed Bugs are in an inspected room; the \$75 inspection fee will be waived if the Hotel is prepared to provide Rentokil access to the Bed Bug active room for immediate treatment. In this case, the \$375 treatment rate would then apply. Should Rentokil be required to schedule the room treatment for the next day, or a specified requested day by the hotel, then the \$75 inspection fee would apply along with the \$375 treatment fee.

(**) The Bed Bug Protect+ Conventional Treatment is a one-part treatment. We will not proactively schedule a follow-up service after treatment if the room is released by the Rentokil Specialist at the end of the service. For safety reasons, re-entry time to a room by hotel staff is a minimum of 4 hours.

ActiveGuard Box Spring Liners:

ActiveGuard Installation

ActiveGuard Box Spring liners:

- Install over the box spring
- Inverted facing down



The full panel should not be located between the mattress and box spring. In cases where no box spring is present, the liner is approved for use inverted on a mattress.

- Permethrin-impregnated liners
- Kill bed bugs after contact
- Affects feeding and reproductive capabilities at sub-lethal levels
- Permethrin in liners last for two years
- Installed on Sofa-beds or roll-away beds, but it will be installed on the box spring only, not a sleeping surface.

Warranty period for Bed Bug Protect+ Service Treated Room:

- Standard Warranty (applies if Client does not purchase/use the box spring ActiveGuard liner) = 30 days
- Extended Warranty (applies if Client does purchase/use the box spring ActiveGuard liner) = 90 days

Guest Considerations for NPN Properties:

It may be necessary to move a guest to another room in response to a guest or staff report of bed bug or pest activity before your pest elimination service provider can visit the property within the required 5 days of our call for inspection of rooms. In this event if we are reasonably convinced that bed bug activity might be present then to protect our guests and as a measure to prevent infestation of another guest room we should offer to clean their belongings in advance of moving the belongings into another room.

The following will only apply to secondary rooms that are required to be inspected as a result of your pest elimination service provider completing treatment to an adjoining primary room. When your pest elimination service provider is required to inspect occupied rooms:

- Notify the guest that we are doing preventive pest control inspections in their room.

- The occupied guest room (applicable to secondary rooms or inspect only rooms- primary rooms will not be treated if occupied) and the guest's belongings should be inspected by your pest elimination service provider. We must have the guest's OK to examine their belongings, and this is a tricky area, so be very considerate. We must accompany the service specialist while they complete the inspection, and we should communicate this assurance to the guest accordingly.
- If their belongings are infested, we tell the guest that pests (we do NOT mention bedbugs) have been found in their belongings and offer to clean/treat them in order to eliminate the pest. This room now becomes a primary room.
- If the guest's belongings are infested, they should not be relocated to a new room until the belongings are cleaned or treated, so we have to act fast.
- An infested room cannot be treated as a primary room until it is vacant.
- We do not indicate that this guest may have brought the pests to the hotel.
- Move them to a new room only after your pest elimination service provider inspects their belongings and determines they are not already carriers, or their belongings have been cleaned.

Hotel Bedbug Inspection Protocol:

High Risk Properties - Regular, careful inspection of the areas of the guest rooms most likely to show signs of bedbugs will help catch infestations at an early stage, and avoid the negative impact caused by guest complaints.

Frequency - The critical areas of guest rooms should be inspected every three months.

Tools required - Two people are needed to be able to safely remove headboards and turn over mattresses
A strong flashlight is essential to be able to properly inspect the box spring and cracks and crevices in which bedbugs hide.



Signs - Look for the black spots left by the bugs, as well as live bugs. The babies (nymphs) are very small and hard to see, pale in color and smaller than a tiny ant.

Process

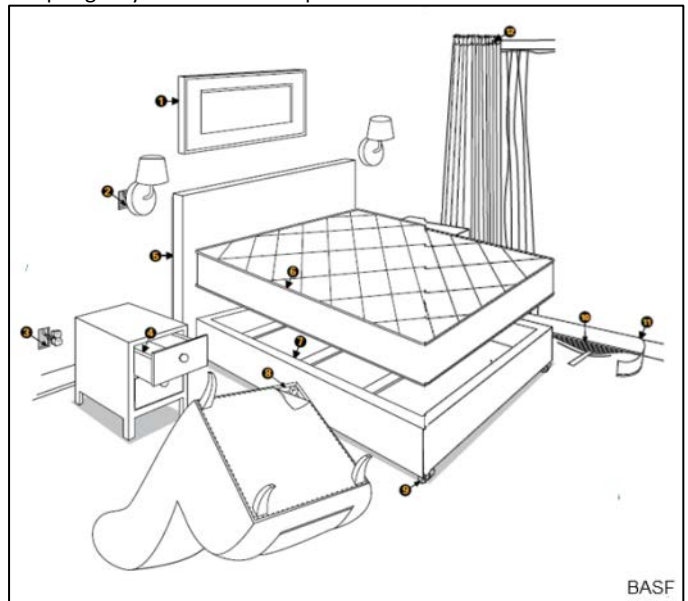
Bed - Remove sheets and blankets; inspect seams and edges of mattress and box spring. Pay attention to the places where the black cover is attached to the box spring. Lift edges and use flashlight to examine seams
Flip box spring and use flashlight to inspect seams and crevices
Remove headboard and examine joints, screw holes, seams, and the bracket holding it to the wall

Nightstand and chairs - Flip over and use flashlight to examine seams and joints.

Wall hangings (pictures, sconces) - Use flashlight to examine behind these items. Conduct a visual inspection of carpet edges, curtain rails etc.

If you find anything that you suspect might be a concern, place the room out of service and inform your manager

Low risk properties -For properties that have a low experience of bedbugs (less than two rooms in the past 12 months) a reduced program may be adopted at the GM's discretion and with approval from the RVP



Identifying A Bed Bug Issue:

IDENTIFYING SIGNS OF A BED BUG ISSUE

A facility's staff is its first line of defense in spotting potential bed bug issues. Here are a few signs that should raise immediate alarm bells.



THE PRESENCE OF LIVE OR DEAD BED BUGS

Adult bed bugs are approximately ¼-inch long (6.35 mm) – about the size of an appleseed – and reddish-brown in color. Nymphs, or young bed bugs, can be translucent to pale-yellow or tan in color, and smaller than their adult counterparts. All are visible to the naked eye.



FECAL SMEARS

When bed bugs defecate, they leave behind "smears" of black fecal matter (in layman's terms – poop). These smears may resemble what would happen if you touched a permanent marker to a piece of fabric.



CAST SKINS

Bed bugs molt as they grow, and when they do, they shed their skin and leave behind a "cast skin," either as a whole shell or flakes of their previous skin.



BED BUG EGGS

Bed bug eggs are pearly white and visible to the naked eye, although harder to detect because of their size – about 1/32-inch long (0.79375 mm), or approximately half the size of a grain of rice. They are typically found grouped together in clusters.



ODOR

In extremely large infestations, a musty smell or odor similar to coriander or cilantro may indicate the presence of bed bugs.



BLOOD STAINS (INFREQUENT)

Small blood stains can be left behind on sheets or fabric when bite sites ooze or when humans unknowingly smash a bed bug.

Where you might see them:

- Bed bugs are most likely to appear in sleeping areas and high-traffic areas where humans are present.
- Sleeping areas are the primary location where bed bugs will be found.
- Gathering areas – break rooms, lounges, reception areas, lobbies with soft furniture, or areas where people relax – can be hot spots for bed bug activity.
- Locker rooms and employee personal belonging storage areas are especially susceptible to bed bug activity.
- Holding areas or frequently traveled routes for goods, supplies, and equipment may also be prone to bed bug activity as the pests can hitchhike on things such as incoming goods, vacuums, carts, etc.
- Bed bugs hide in gaps, voids, cracks, and crevices, such as in furniture, wall voids, and spaces in decorative items. If a credit card can fit in the gap, a bed bug can as well.



SOFT FURNITURE

- Inspect edges of cushions or pillows, especially around zippers
- Lift up cushions and inspect seams, edges, and cracks of furniture



BOX SPRING

- Inspect seams, creases, edges, folds, tufts, and tags



FURNITURE NEAR BED

- Inspect drawers, drawer rails/rollers, cabinets
- Inspect any accessories or decorative items on furniture next to bed: alarm clocks, charging stations, lights, picture frames, etc.



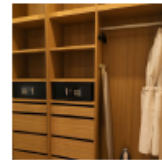
LOCKERS, STORAGE CUBBIES, OR CABINETS

- Conduct regular locker or storage cubby clean-outs – at least monthly
- Once all items are removed, inspect lockers, cubbies, and cabinets



BED FRAME

- Inspect slats, rails, or platforms



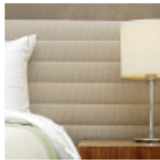
CLOSET

- Inspect luggage rack, particularly where webbing/straps connect to rack
- Inspect carpet/floor for any live or dead insects before vacuuming



MATTRESS

- Look for small blood spots or smears on sheets
- Inspect mattress seams, creases, edges, folds, tufts, areas around zippers, and tags
- Lift up and look under the mattress
- Look for fecal smears, which will appear as black marks (similar to if a permanent marker had been touched to the fabric)
- Look for live or dead insects or cast skins



HEADBOARD

- Inspect the wall behind the headboard and the back side of the headboard, if possible
- Inspect any cracks or crevices, along the edges of the headboard
- Inspect in any intricate designs on the sides or front of the headboard



DRESSERS AND WARDROBES

- Inspect drawers and drawer rails
- Inspect inside cabinets
- Inspect where furniture meets the floor



BASEBOARDS / FLOOR / WALL NEAR BED

- Inspect the floor and baseboard coverings under and behind the bed
- Inspect the carpet for any live or dead insects before vacuuming
- Inspect around any outlet covers

Navigating Customer Issues:

Bed bug incidents involving customers can be complicated, due to the risk of litigation. It is critical that your organization work with your operations and legal teams to establish the best protocol for your facility based on your organization's policies and local and state legislation.

Rentokil provides these suggested guidelines for handling customer or resident issues based on our years of experience.



HANDLING REPORTS OF BED BUGS

Bed bugs carry with them a social stigma and are incorrectly associated with cleanliness. As such, reports of bed bugs should be handled with urgency and confidentiality.

- Acknowledge the customer/resident/patient's concern.
- Never share information about the property's activity history with customer/resident/patient.
- Avoid interactions or discussions that place blame or make the customer or resident feel shame.
- If possible, save an insect in a container for identification by a pest management professional.
- Follow your organization's policy.
 - Consider providing scripts for front desk or administrative staff that might handle reports of bed bugs. Role play these scripts so they are comfortable with conversations that may occur.



BED BUG BITES

Just as every person reacts a bit differently to mosquito bites, such is the case with bed bug bites.

- People who are bitten can exhibit a variety of skin responses, which most commonly appear within 24-48 hours of the bite. Skin reactions to bed bug bites appear in 30-90 percent of individuals.
 - Some people have reported no skin reactions. However, studies have shown that

the likelihood of a reaction increases with repeated exposure to bed bug bites.

- Some people will develop red welts that itch. These can be 2-5 millimeters in diameter.
- Medical professionals cannot diagnose a bed bug bite by simply looking at it.
- Do not assume that because an individual has bites that it is bed bugs. Wait for confirmation of activity from a professional.



QUARANTINING ROOMS OR AREAS

To reduce the likelihood of spreading suspected bed bug issues or additional issues with customers/residents/patients, quarantine specific rooms or areas where activity is suspected until a pest management professional can perform an inspection.

- This may necessitate moving customers/residents/patients to a different room permanently or temporarily.
- Remember that any belongings in an affected room could potentially have activity and should be inspected carefully before moving to a different room.

While Rentokil has provided these general guidelines, always consult with your own legal and insurance advisors for proper handling and response under the specific circumstances of your situation.



DOCUMENT ALL ACTIONS AND IMPORTANT INFORMATION IF BED BUG ACTIVITY IS SUSPECTED

- To ensure your organization has all the information needed, record the following:
 - All reports of bed bug activity by customers/residents/patients, staff, and pest management professionals.
 - The date and time of sighting or issue.
 - The room number or specific location of suspected activity; be as detailed as possible. For example, "Suspected bed bug activity in guest bed closest to window" or "Patient reported seeing a bed bug on the third chair in the fourth row from the exit."
 - The name and contact information of the person who reported the issue.
 - The date and time the room was inspected by staff and the findings.
 - Any actions taken, such as removing a room from service or moving a customer/resident/patient to new room, and details of all interactions with customers/residents/patients.
 - The date and time that pest management provider was called and the date and time service will be conducted.
 - The date and the time of service by pest management professionals and the findings.
 - If treatment is conducted, all treatment and follow up dates, treatment method and products used.
 - Date the room was put back into service.

Rentokil Bed Bug Services - Summary of Directions for Hotel Property – NPN

Effective Date: January 16, 2023

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