

Bad Weather Protocol

- ❖ If there is rain in the forecast or has just finished – complete the normal protocol pest service
 - Use your discretion on type of product to be used
 - Product used on turf: Bifen L/P for ABC; Essentria granules for Chemfree, instead of baits
- ❖ **Drizzling/Light Rain:**
 - Treat with the B&G around the perimeter, under the eaves, etc....as long as the water is not pooling, running, or standing
 - Dust the cracks and crevices
 - Use your webster for cobwebs (unless it is lightening)
 - Use granules in the yard and near foundation (Bifen L/P for ABC ; Essentria for Chemfree)
- ❖ **Down Pour:**
 - Ask if interior service can be conducted, so their exterior can be rescheduled in the future. Put in a follow up to return to the account so the exterior can be treated
 - Route your day to accommodate for the times of heavy rain (go back to stops if possible- if it was raining too hard when you were there)
 - If it is raining all day until 5pm, then you may put in a follow up to reset the account only if you were not able to treat the interior (make sure you have not completed the service or are clocked in/out of the order)
- ❖ **Mosquito Suppression Service**
 - Do not treat if there is a down pour
 - Can treat if it is not currently raining at the time of service
 - We can treat the bottom side of the leaves
 - If it is raining all day until 5pm, then you may put in a follow up to reset (make sure you have not completed the service or are clocked in/out of the order)
- ❖ **Always, Always, Always**
 - Show up to the account within their scheduled time frame for the service
 - Knock on the door if unable to reach via phone
 - Make the call on what should be done WHILE ON SITE FOR EACH ACCOUNT
 - COMMUNICATE WITH THE CUSTOMER – CALL OR SPEAK IN PERSON
 - Ask to treat the interior and come back at another time for the exterior, if it is raining
 - Put in a follow up to come back to treat the exterior
 - Attempt to go back later when it is not raining
- ❖ **NEVER:**
 - Reset stops before arriving
 - The customer could still want the interior treated
 - Call the customer to see if they would like for you to treat or not