

Would your pest file pass an unannounced inspection today?

Tick what you can produce **right now**, without calling your provider. Anything unticked is what a DineSafe officer, a brand QA auditor or a condo board will ask for first. Twenty-one items. Count yours.

1 · DOCUMENTATION

- ☐ **12-month rolling service log**, one entry per visit, retrievable in under 2 minutes
- ☐ **Photo-documented findings** — before/after, device condition, evidence found
- ☐ **Product records** per visit: product name, PCP registration number, amount, location, technician licence — as required under Ontario's Pesticides Act
- ☐ **Conducive-conditions report** — the structural or housekeeping issues that cause activity, with dates raised and dates fixed
- ☐ **Digital access** for the manager on duty, not a binder in someone's office

3 · RESPONSE

- ☐ **Written emergency SLA** — what "after hours" means in hours, signed by the provider
- ☐ **24/7 line answered by a licensed technician**, not an answering service
- ☐ **Escalation path**: who is called if the first response misses the SLA
- ☐ **Sighting log for staff** — where, when, what, photo — so every report reaches the file

5 · COMPLIANCE & RISK

- ☐ **Certificate of insurance** on file (\$5M liability is the common procurement threshold), renewal date diarised
- ☐ **Licensed technician on every visit** — licence number visible on the report
- ☐ **Report format matches your inspector**: DineSafe (Toronto Public Health), brand QA (IHG / Hilton / Marriott), franchise or landlord requirements
- ☐ **Annual program review** — what changed, what was fixed, what is scheduled

2 · MONITORING

- ☐ **Site map** with every bait station and monitor numbered and dated
- ☐ **Exterior rodent stations** locked, anchored, labelled, checked every visit
- ☐ **Interior monitors** in every kitchen, receiving and waste area
- ☐ **Trend report** — activity by device by month, so an increase is seen before a sighting

4 · COVERAGE

- ☐ **One agreement** covering rodents, cockroaches and bed bugs — no surprise quotes mid-year
- ☐ **Bed bug protocol** for hospitality and multi-unit: preventative inspections, discreet response, guest / tenant notice templates on file
- ☐ **Unit- or room-level activity records** that a board or brand can read without interpretation
- ☐ **Re-treatment terms in writing** — what is covered between visits at no charge

HOW TO READ YOUR SCORE

17–21: audit-ready — keep the file current.

10–16: you would pass with warnings; the gaps are usually \$1 and \$3.

Under 10: one inspection or one guest review away from a closure or a headline.

Sani IQ's commercial programs are built around this list: photo-documented 12-month logs, numbered monitoring maps, a 24/7 line answered by a licensed technician and same-day COI come standard; written SLAs, trend reporting and bed bug protocols are program tiers. Ask any provider for a sample service log — it is the fastest way to compare.

Scored under 60 on the 90-second quiz?

Book an on-site assessment: a licensed technician walks the property, maps the monitoring points and leaves you a written gap report you can hand to your inspector — whether or not you switch providers. **(705) 302-1887** · saniiq.com/commercial-pest-elimination/#form