

The image features a red rounded rectangle in the top left corner containing the Rentokil logo and tagline. The background is a photograph of two men standing in front of a modern building with large windows. The man on the left is wearing a grey and red polo shirt and is holding a handheld device. The man on the right is wearing a light blue button-down shirt and is looking at the device. The building has a light-colored stone or brick facade and large glass windows with dark frames.

# Rentokil

The Experts in Pest Control

## PestNetOnline Case Study

Rentokil's online reporting system, PestNetOnline, ensures a major UK food processor stays on top of stringent audit requirements.

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## No insect will escape 'pest-net' at Pinguin

### Customer Need

The Kings Lynn site of Pinguin UK Ltd opened in 1965 and has 190 employees. As with all major food processors in the UK, product integrity is at the forefront of everything that Pinguin does and this is highlighted in their quality mission statement which reads 'not a single pea will escape'. Avis Baden, the sites Quality and Technical manager, is responsible for maintaining these exceptionally high standards. In order to ensure the site is complying with their customers rigid specifications, each year the factory received numerous audits from various auditing bodies. The main issue Avis and her team faces is the monitoring and reporting of potential insect pests over such a large area of the factory.



### Rentokil's Solution

Rentokil's online reporting system, PestNetOnline, allows Avis to monitor all of the insects that are caught in the 62 fly control units located on site, allowing her to react quickly to any large numbers of insects, or particular problem species, before they become a major threat to the business. After each quarterly service of the fly control units, the Rentokil technician will log the fly count against each unit and upload this data so it can be viewed instantly by Avis and her colleagues. If unusually large numbers of insects are detected then a pest control recommendation or action will be raised.



### Customer Benefit

The main advantage for Pinguin is they can monitor for, and plan against any relatively high insect activity whilst proving to an external auditor, or their customer that all pest control recommendations raised on site are dealt with quickly and effectively. When asked about the main benefit of the PestNetOnline system, Avis simply replied "I don't have time to plough through a book! PestNetOnline does everything for me automatically".

### Avis Baden

Quality and Technical Manager

*"Other pest controls services can't give me what PestNetOnline can, and certainly can't give me the Rentokil personal touch"*

## The Experts in Pest Control

- Operating in over 50 countries
- Providing effective protection and peace of mind
- With expert knowledge of over 250 pests
- With over 85 years of pest control experience
- Safeguarding your reputation
- Reducing your time, effort and stress

[www.rentokil.co.uk](http://www.rentokil.co.uk)

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