

RENTOKIL AWARDED 1ST RUNNER UP IN BEST SUPPLIER AWARD 2016 BY CIBA VISION



CIBA Vision is a global leader in the research, development and manufacturing of contact lenses and lens care products. Through the integration with Alcon group, CIBA Vision is committed in developing new and innovative products, and technologies to set new standards in eye care industry and address unmet

eye care needs around the world. Hence, the company places great emphasis on end-to-end quality assurance by engaging professional pest control services to minimise the risks of pest infiltration at any point within their supply chain.

Mr Yehgam, Finishing Engineering Manager from CIBA Vision Johor Bahru shares some insight:

Why is pest management important to eye care manufacturers like CIBA Vision?

Pests are high risk threats to manufacturers as they could cause damage by contaminating the raw materials with their droppings and disrupt the supply chain ultimately. This could cause potential health and safety hazards to the employees which can eventually lead to revenue loss. Worst scenario would be, product recall may happen and the company's reputation can be tarnished resulting in loss of trust for the brand. Hence, **better risk mitigation provides ample time for pest to be detected before reaching consumers preventing potential losses.** Pest management is therefore crucial to ensure comprehensive and professional protections are received in the manufacturing process.

How is your partnership with Rentokil and how do they work with your staff to manage pests?

We are pleased so far with the service that Rentokil Johor is providing us as they have been delivering promising and effective solutions to us. With a good relationship developed between our facilities manager and Rentokil since 2010, they were **able to understand our pest control needs better** and has offered Blitz treatment as a trial back in 2014. As a result, we were greatly satisfied with the outcome and their reliable services have also given us the confidence to add on additional service lines.

What has been the overall impact of your partnership with Rentokil?

We are able to **keep pest activities at minimal thus minimising the risk of supply chain disruptions at any point.** This allows our employees to focus on their jobs better to constantly ensure that the standards of our goods are well maintained (up to par). We really appreciate that Rentokil works closely with us to fully understand our business requirements enabling a pleasant experience by the end of the day.



"We place great trust in Rentokil for their professional service as they demonstrate strong commitment in providing professional advice and solutions to address our concerns as well as to assure that our pest control needs are met. Besides that, we greatly value how Rentokil are always working hand in hand with us to manage our pest control needs and supporting our job functions at all times." - CIBA Vision, Johor Bahru