

## Frequently Asked Questions (FAQ)

### **Why is Rentokil changing how it uses certain products used to control rodents?**

Beginning January 21, 2023, the British Columbia Ministry of the Environment and Climate Change has begun enforcing a permanent restriction on the sale and use of second-generation anticoagulant rodenticides (SGARs) to further protect non-target animals.

At Rentokil, our mission is to protect people, enhance lives, AND preserve the planet; as such, our organization already takes extensive precautions to secure our rodent control devices and responsibly use these products. Because rodents pose a threat to humans, animals, products, and property, capable of spreading dozens of diseases directly and indirectly, we remain committed to innovating safe, effective rodent control solutions.

For the protection of your company and ours, it is critical to understand what the legislation does and does not do. We recommend reading and circulating the [Ministry's order](#) to your team.

The legislation does not fully ban the use of SGARs, but it does tightly restrict their use to licenced professionals within very strict limitations. Rentokil is licenced to buy and utilize these products in accordance with the Ministry's directive. There may be occasions when Rentokil recommends the use of SGAR products to rapidly control populations within the legal parameters. For these reasons, it is critical to let your Rentokil representatives know about rodent control actions taken on your property outside of your partnership with us.

### **Does this new legal restriction impact the efficacy of service?**

Limiting SGAR use affects the entire pest management industry. We anticipate that it will take time for the industry to adjust; rodent populations could increase as a result.

With Rentokil as your partner, your property is well-protected, but it could see increased pressures from neighbouring properties that we do not service. Your Rentokil team is already taking steps to mitigate these potential impacts and maintain the quality of your service.

As the world's largest pest control company, Rentokil continues to develop new innovations in rodent control that increase the efficacy of our service, such as PestConnect, our remote digital monitoring solution. Your account manager can provide you with more information.

**Will this affect the cost of my service?**

To ensure that that program remains effective, Rentokil may advise you of the need to implement extra exclusion efforts, install additional rodent control devices at some locations, or the need to increase the frequency of visits to your business. Your Rentokil Account Manager will let you know if any changes will be made and how this could impact your cost.

**What if my company is implementing standards around the use of SGARs? Can we request that certain products not be used at our locations?**

If your organization is considering its own standards around the use of these products, we recommend speaking with your Rentokil representative to better understand the ramifications any restrictions may have on your overall program.