

Introduction

KAGOLLO TRADING & PROJECTS is an emerging 100% black owned and managed company established in 2008, that is a broad based Black Economic Empowerment compliant company with a commitment to promote, support and develop excellence in the industry we are involved in, and to empower the youth.

Vision

To become a leading company that excels in pest control & cleaning to be a service orientated enterprise that is competitive, innovative and to become a company of choice in our industry.

Mission

To add value to our clients by providing state of the art service through our highly skilled professionals, systems and processes. To maintain good track record in our target market and to create an enterprise that depends on its accomplishment and well executed projects. The company strategy is to bring about amalgamation of aspirant black & white business people with interest in the fields of our target market. This strategy allows the company to bring together intellectual capacity, operation and managerial knowledge and other resources necessary to achieve excellence in service delivery. The company also strives for a consolidation of sector specific and general management experience, skills and expertise in order to build a capability that will put it in good stead in relation to meeting the client's needs and to train and empower the youth.

Our Commitment

Is to provide a service that will add value to our clients, by giving them efficient service and productivity where needed. We will keep our clients abreast of progress and constantly meeting their needs and requirements as they arise.

Relationships

In our quest to foster relationships with our clients (new and old) we aim to:

- Work closely with government institutions, institutions of higher learning, sporting fraternity, entertainment industry, schools, communities and churches.
- To engage in continuous improvement of services and products rendered by conducting audits with our clients after a service has been concluded (satisfaction surveys)
- To penetrate the Pest Control industry by employing the best people and utilizing the best technologies and machinery

- To work closely with social, political and religious formations in order to assist in awareness campaigns aimed at greening the environment, environmental health issues and global warming.

Objectives and Competencies

Our main strengths lie in the following areas and we hope to strengthen these further through continuous monitoring and evaluation of our activities.

1. Job creation potential through training
2. We are capable of offering first class services to industry, public concerns, government and business
3. We are a one-stop service to companies which need a tried and tested service.
4. We hope to use our projects in such a way that it links up with the municipal IDP and government's empowerment strategies.
5. To contribute towards skills development by training our staff on a regular basis.
6. We have a dedicated team that believes in team work and service excellence
7. To provide a service that will leave customers in awe and completely satisfied so that the trust to call us back the next time.

Services

1. Cleaning & Hygiene

Supply of toiletries and cleaning materials

2. Pest Control

Eradicate & Control Rodents, insects and Weeds

Pest Control Operators duties & Scope of work

Provides regular services and responds promptly for call-outs in the event of increased activity between services or ineffective treatments.

Complete pest control service report specifying;

- Presence of rodent/pest activity,
- Location of each rodent bait station,
- Type of treatment - chemical used, the name and the concentration at which the chemicals were actually used,
- Replace any rodent bait blocks showing signs of gnawing"
- Replaces bait and clean baits stations,

Communication & feedback will take place during and after each service/call-out to discuss any incidents noted found and all possible action plan & steps that need to be enforced. All documentation to be retained in the PCO file

(An important aspect of the PSO'S responsibility is providing recommendations on ways to improve the pest control program at the clients site, building & premises etc. These recommendations should be based on the PCO's knowledge of the species. The recommendations should be noted on the Service Report and also be verbally conveyed to the client).

Any activity that is recorded should include follow up action and can also include preventative measures required

Rodenticides shall not be used inside the edible areas of the site or within the amenities areas.

Rodent stations shall at all times be installed with indicator boards.

insecticide foggers for roach and flies must not be used whilst people are working.

Foggers are not to be used around animal risk areas.

Housekeeping - Clients

A BROAD SCOPE CLEANING AND SANTTATION PROGRAM IS NECESSABY TO CONTROL AND PREVENT PESTS.

It includes;

- Removal of alternative food sources which mat attract pests in edible production and storage areas, dry good storage and the PCO'S amnesties and compete with baits,
- Pools of water remaining on floors, tables of the production areas after the cleaning operation to provide a dry environment,
- Cleaning of all places so that harborage is denied and food sources are eliminated,
- Cleaning of lunch rooms, change rooms, smoke areas, corridors etc.
- Routine cleaning of personal lockers,
- Routine cleaning under pallets in stores,
- Broken packages holding food ingredients be closed immediately, cleaning up of any spilt food stuff

FLYING INSECTS CONTROL

When infestation is detected the following controls should be implemented.

PHYSICAL CONTROL

Exclusion of flying insects is the first priority and all practical exclusion measures relevant to the site should be in place.

Elimination of breeding sites outside and inside the property is the second priority. This can be achieved by good inspection of potential hazard areas and high standards of detailed cleaning.

Physical trapping and electrical (blue light) fly killing equipment has great value if these measures are correctly sited.

EFK Units (blue light) in particular should be sited to ensure that large insects do not 'bounce' off the electrified grids and contaminate materials/equipment below.

EFK trays should be emptied at least weekly during the flying insect season

Chemical Control

1. Only pyrethrum, pybutherin or short lived synthetic pyrethroid based insecticides should be used for "knock down" purposes inside the factory. These must be water, technical white oil or light odorless kerosene based. Other solvents must not be used as the carrier for the pyrethrum, due to possible taint or cleaning problems.

Fogging is not generally recommended due to dead insect contamination hazards but if carried out only pyrethrum should be used. This operation must only be carried out after production has finished.

All open food, raw ingredients and packaging must be removed from the area or efficiently covered before treatment commences. All equipment must be covered before treatment.

Areas where fogging is carried out should be subject to light and low level detailed cleaning prior to recommencement of production.

2. The use of residual insecticides inside factories must be very carefully controlled. They must only be used where all other methods of flying insect control are impossible, in suspected breeding area which are not easily accessible. They must never be used as a substitute for good cleaning.

Under no circumstances should the following be used:

- (a) Thermal vaporizing insecticides
- (b) Resin strips continually emitting insecticide
- (c) intermittent pulse aerosols

(d) Residual insecticides:

- On food handling surfaces
- For space treatments
- For overhead areas or any other application which may lead to product contamination

3. When waste compactors, lidded skips or bins are used, the outside storage area and equipment must be kept clean internally and externally.

During summer months "knock down" spraying should be applied to this equipment as often as necessary during the day.

COCKROACH CONTROT

Where there is a history of cockroach problems, monthly night inspections should be carried out. All cockroaches can climb through rough surfaces and inspections should include overhead areas as well as floor level checks. The inside of equipment and conduits is often a harborage site- Crevices, cracks and any suspect harborage site should be lightly flushed with a pyrethrum aerosol to stimulate activity. Where infestation is found, night treatments must be carried out, out of production hours and weekly intervals.

CONTROL

- identify/ type of cockroach (American or German)
- Located harborage and areas of activity
- Thorough cleaning and removal of food debris
- Treat areas of harborage after protecting open food and equipment

When initially attacking a cockroach infestation, carry out night inspections {10pm - 4am} and insecticidal treatments at weekly intervals for six weeks.

After the six weekly inspections/treatments - further night inspections should be carried out at monthly intervals until no evidence of cockroaches has been found for six months.

BIRD CONTROT

FIRST PRIORITY - EXLCUSION

1. Buildings

These should be "Pigeon - Stopped" (Ref SABS 080) "Pigeon Stoppage" is the modification of buildings and other structures in such a way that birds cannot enter, roost or nest in them.

2. Repellent Strips

A relatively cheap and effective method of preventing birds from roosting on ledges.

A most successful repellent is a soft inert plastic gel, which can be extruded onto ledges from a caulking Bun. It has the effect of yielding under the weight of the bird causing it to feel insecure and to seek a firmer foothold elsewhere.

The strips can remain effective for up to four years, but the length of their useful life is dependent on the amount of atmospheric pollution that is absorbed.

3. Avistrand

An effective, removable (e.g. for window cleaning) method of preventing birds from roosting on ledges. The system consists of tensioned wires, suspended above the ledges. The wires yield under the weight of the bird, as with repellent strips.

4. Shooting

Small bore rifles can be useful to eliminate persistent pockets of infestation but this method must be carried out with extreme care and only undertaken by trained marksmen. There are legal restrictions on the use of guns and the killing of protected species. Permits to shoot birds must be issued by Department of Nature Conservation of Parks Board of Province.

NBCare must be taken when using gel that the 'sealing' solution is effectively applied over the gel. If this is not done birds may become entangled with the gel and fall to the ground unable to fly. This may cause employee/public concern.

Care must be taken to carry out shooting programs when employees and members of the public are excluded from the site. Beware of **Gun Pellets and consider potential Product contamination issues**

METHODS/MATERIALS FOR RODENT CONTROL

1. The normal methods/materials used for rodent control are anti-coagulant baits which meet the requirements of the South African legislation, these baits which are to be ingested by rodents should be retained in a locked or inaccessible bait box.

2. Under no circumstances should loose bait be used in factory areas due to its potential for accidental contamination, Baits should preferably be of wax or compressed materials, which due to bait box design, will be impossible for the rodent to remove or subject to accidental spillage.

3. Rodenticidal dusts should only be permitted in enclosed areas (e.g. ducting/false ceilings/sealed cavities etc.) where there is no danger of food etc. being contaminated through air currents or by vibration. The dusts should **not** be blown into these areas but carefully spooned in, in such positions that rodents' resident in the area will move through the dust.

Dusts should only be applied when necessary to deal with existing rodent infestation. It should not be used as a preventative measure. If dusts are to be applied, the process should be supervised by a senior member of factory management.

4. Break back traps should be placed in right angles to wall/floor junctions with the pressure plate nearest to the wall.

5. "Tin Cats", Fetch all traps and sticky boards should be used only to control existing infestation. When in use, they should be checked by a responsible person at a maximum of four hourly intervals to prevent animal suffering/cruelty.

Records should be kept to demonstrate frequency of checking.

6. Rodenticides liquids should only be used in any part of a food-factory during non-production hours and with the permission of and under the supervision of a Senior Factory Manager.

Great care should be taken to guard against spillage which can cause product contamination.

7- Where there are any open food materials or packaging, baits should be carefully placed to ensure that accidental food contamination is avoided. Wherever possible these baits should be placed in "dead areas" rather than op production areas etc.

8. In some cases it may be judged necessary to restrain baits using various methods e.g. wire, magnets, screwed to floor etc. These measures have clear disadvantages which need to be considered:

- Wires often 'push' the box away from the wall/floor junction and rodents will not enter the box
Inspection is more difficult in that if the box is fixed to wall or floor the inspector needs to go down on his hands and knees to open the box, inspect the bait, date the internal label and close the box. This system can lead to neglect of box inspection
- The technician loses bait placement flexibility. Sometimes moving the bait a few inches will result in "takes" which previously did not occur

Sensible bait box placement will avoid the need to fasted bait boxes.

9. In particularly critical areas where there is current infestation physical trapping is the favoured solution

10. If non-toxic baits are used, they will need to be inspected at least twice weekly.

11. All baits, traps etc. should be sited tight closed to wall/floor junctions.

12. To assess movement of rodents during and infestation incident, a practical dusting powder is white flour lightly dusted at wall/floor junctions. This dust should be vacuumed up and replenished each day.

HYGIENE STANDARDS FOR PEST PREVENTION / CONTROL STAFF AND "IN-HOUSE" STAFF

1. All staff must obey the hygiene and food safety rules of the factory where they are carrying out pest preventions/control operations.

2. wherever possible staff should not touch food, food packaging or food contact surfaces.

If it is necessary to touch these materials etc. hands must be washed immediately prior to the operation.

3. Taking account of items all staff should meet normal food industry personnel standards i.e.

- No personal jewelry - rings, watches, bracelets, necklaces etc. (one plain metal finger ring is acceptable)
- Hair protection to completely cover all head hair. In addition hair protection must completely cover the ears
- Beard/moustache snood worn to cover efficiently all facial hair

4. Perfumed materials (hand cream, perfume, aftershave etc.) should not be worn.

5. Finger nails should be kept short, clean and free of any adornment (nail varnish etc.)

6. Any cuts, abrasions or non-infective sores should be effectively covered by the use of coloured metal detectable first aid dressings. coloured "marigold" type gloves should be used to cover dressings on hands.

7. The use of tobacco products should only take place in those parts of the factory designated as "smoking areas".

Tobacco products and matches, lighters, pipes etc. should not be carried on the person when in food associated areas.

8. Hands should be washed:

- On entering any food associated areas
- After visiting toilets/amenity areas
- After handling pesticides
- Whenever they become dirty or contaminated

9. Staff should exclude themselves from food factories if they are suffering from:

- Any disease/condition liable to be transmitted via food
- Sores, boils, infected cuts etc.
- Any intestinal infection
- Following contact with anyone suffering from any of the above diseases/conditions

10. Protective clothing should at all times be clean, in good condition/repair and meet best food industry standards. Outside pockets should not be present due to food contamination hazards.
11. Pesticides and associated equipment should not be carried in any food containers and should, under no circumstances, be permitted to contact food / food containers / food packaging / food machinery.
12. Any mixing of pesticides should be carried out external to the food factory perimeter.
13. Any pesticide spillage should be immediately notified to factory management and action taken, under management supervision, to clean away such spillage.
14. Pest control equipment must be kept in such condition as to prevent spillage/leakage of materials.

Scope of Work:

1. **Basic Pest Management** - Monthly: Inspection and treatment of the entire production interior, drains, machines and basins. This service also takes place on a monthly schedule for the admin building, canteen and workshop buildings. The pests most likely to be inspected for are rodents, S.P.I (Store Product Insects) and cockroaches.
2. **E.F.K (Electronic Fly Killers)**- Monthly: Servicing and cleaning of all cobra and jaguar electronic fly catchers. These units are for the control of any flying insects inside production. All units are indicated on the site plan.
3. **Tampers** - Monthly: Reloading and cleaning of all tamper proof rodent bait stations. These units are for the control of rodents on site. All units are indicated on the site plan.

Basic Pest Management:

- Inspection of all above mentioned areas.
- Identification of pest if found.
- Treatment of harborage with the best suited pesticide. Only registered pesticides may be used.
- Infestation should be noted on an Action Report form and also in the Trend Report. The next follow-up should be scheduled into the action report also.
- After every service a detailed treatment report signed by both the client and the P.C.O (Pest Control Operator) should be issued.

Electronic Fly Catchers and Other Monitors:

- Inspection of the unit.
- Removal of glue boards or old pheromone
- Documenting the catch on the relevant E.F.K. trend.
- Cleaning of unit.

- Numbering of unit.
- If any other maintenance is conducted to the unit it should be noted on the treatment report issued with the service.

Tamperproof Rodent Bait Stations:

- Check that the unit has an exterior indicator and that the unit itself is closed or not tampered with and is undamaged or in good working order'
- Inspection of interior.
- Cleaning of interior.
- Numbering of interior.
- sealing of tamper.
- Noting of all information in relevant checklist'
- If any activity is found an action report should be opened'
- All findings and treatments should be recorded on the treatment report'

NB: All chemicals used must be registered and noted on the chemical usage log. All instructions on poison labels must be adhered to'

METHODOLOGY

Contingency plan

1. Introduction

2. Identification and biology (know what u dealing with. Type of pest)

- Public health significance. Safety first.

3. Inspection and assessment

- Preparation Planning
- Block or Large commercial Property
- Inspection Harborages, Sanitation.
- Evidence of Activity/Cockroaches

4. Treatment Methods

- Non-Chemical method-use of insects monitors and trapper T Rex, Glue boards

5. Treatment consideration for German or oriental Cockroaches. Residual treatment

6. Treatment Process

- Infestation not present
- Uncertain conclusion

- Infestation confirmed
- Method of treatment (Gels or residual treatment)
- Second or subsequent visit (follow ups when needed)
- Completion

7. Disposal of insecticide

Legal background methodology spent insecticide waste packaging and contaminated ppe

8. Storage of insecticide

9. Record keeping and regular reporting

Pesticide Control Procedure

Nuvan profi - Rapid acting total release for space fumigation.

-Broad spectrum control. Active ingredient dichlorvos 124g/kg L1301

Avion Cockroach Gel -Gel bait is a high performing bait it targets all prevailing pest species of cockroaches including gel bait averse

Tomcat Block -Superior Palatability

Extruded blocks with multiple gnawing edges for all weather conditions- Indoor and Outdoor Use.
Active ingredient 0.0005 bromadiolone pack size 8kg

RODEX BLOX - Solid bait -mix 8ml concentrate to 1kg grain bait, Rat, Roofrat, mouse and Gerbit.
Blocks a highly active anticoagulant bait for the control of the Norway rats.

Health and Safety Policy

. Kagollo operate on days that suit our clients, and after hours or weekends, by special arrangement.

. Call- Outs or emergencies will be attended within 24 hours.

. Depending on the scope of work, additional persons may be hired and training provided where necessary. This will provide skills and job creation to previously unemployed persons.

Kagollo is committed to protecting the environment and the health and safety of employees, customers, and public.

Kagollo complies with all applicable government requirements and environmental, health and safety requirements. *Regularly services equipment and machinery SABS- approved.

Equipment

- LED inspection torch
- Gel bait gun
- Thermal fogger 150R
- Gloria Hand Pump
- Termite Machine

Personal Protection Equipment

- Highest quality and standard protective clothing.
- Safety shoes
- Hand gloves
- Overalls
- Face mask

Kagollo is passionate in providing high quality services. We've provided services at Domestic & town houses, Restaurants, Vehicle Fleets and Warehouses.

Our aim

- Is to provide pest free premises to our clients and reduce the risk of disease carried by insects,
- to grow the business and provide training, skills to the disadvantaged community.

Our current clients include:

1. **Ledwaba Funeral Palour:** Contact person: Morwasi - 012-37 5 5103
2. **Tribeca Coffee CBD PTA:** Contact person: David - 082 359 7476
3. **Central Pizza Company:** Contact person: Kim - 012-751 5168
4. **Café Hemingway's:** Contact person: Rachel - 011 466 0195
5. **Islamic Art Trading:** Contact person: Amed - 012 666 8628

Technical/Functional

Kagollo offers Pest Control Services covering all undesirable and destructive creatures.

We offer Services against Black Ants, Cockroaches, Bedbugs, Biting insects, Flies , Lice, Termites & Weed Control by Fogging, Fumigation & Soil poisoning . We also control rats, mice and any undesirable creatures.

All our Chemicals are Registered by Department of Agriculture and SABS Approved.

