

File No. 04-1000-20-2016-155

July 5, 2016

s.22(1)

Dear s.22(1) :

**Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of May 5, 2016 for:

**Any emails, reports, briefing notes, memos or other such documents relating to or mentioning rodents at the Queen Elizabeth, Orpheum, or Playhouse theatres, from January 1, 2015 to May 5, 2016.**

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.17(1) and s.22(1) of the Act. You can read or download these sections here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-155); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,



Barbara J. Van Fraassen, BA  
Director, Access to Information  
*City Clerk's Department, City of Vancouver*

Encl.

:kt

ltg

New 4/2015

WERM

1 - any vendor

if not in system takes longer

try to use vendors in the system

10 goes to tender

tender

up to 75,000, closed

only scopes of work

sites are not necessary but

elicit (or names of preferred vendors)

can't be done in the rack

times can be 6-8 hours to

days depending on ambient

state

of impact to operation during

impact?

inside of core items,

sh w/c centre and outside

- billable → track to make certain

worked out.

Maintenance - replacement is

Playhouse - MICE -

SIMBIF KARR - ANNEX

TEAT TRUMPETS - ORPHEUM

CAFON - PLAYHOUSE

TWILIGHTS - PLAYHOUSE

USO - ORPHEUM

LATIN FESTIVAL - PH - ✓✓

FILM SHOOT - ORPHEUM - ✓✓

RESTAURANT - FILM SHOOT -

REGIMENT SOCIETY - PH ✓✓

MARKET - GATES/FENCES - FIRE ACCESS ???

VRS SCHOOL CONCERT - PH

USO SCHOOL CONCERTS - ORPH

FOCUS MUSIC - BALCONY CLOSED FOR RUN \*

VCC PRO D DAY - PH

CITIZEN KID FESTIVAL - PH

RAIL TOWN - ANNEX

BALLET W/ PRESS REHEARSAL Q&A

EARLY MUSIC - PH - CLOSED BALCONY

BOSS BOUND - ORPH, ~~ANNEX~~ ORPH

CHINESE INSTR SOC - ANNEX

WARREN MILLER - DET/ORPH ???

BULLY COUNCIL - Q&A

BATHAMAS - ORPH

Nov 20/2015

WERM

Duplicate

any vendor  
 if not in system takes longer  
 to try to use vendors in the system.

goes to tender  
 up to 75,000, closed

by scopes of work  
 as are not necessary but  
 list for names of preferred  
 vendors

can't be done in the room,  
 as can be 6-8 hours to  
 set up depending on ambient  
 the

impact to operations during  
 impact?  
 side of core items,  
 - w/c, centre and stage

available to have to make certain  
 need out.  
 in advance - replacement is

- Playhouse - MICE -
- SIMRIF/KAR - ANNEX
- TEA/TROUSERS - ORPHEUM.
- CHORUS - PLAYHOUSE
- TIME TOTS - PLAYHOUSE
- USO - ORPHEUM
- LATIN FESTIVAL - PH ✓
- FILM SHOOT - ORPHEUM ✓
- RESTAURANT - FILM SHOOT
- REGINA SOCIETY - PH ✓
- MARKS MARKET - GATES/FENCES - FIRE ACCESS ??? (HINGES)
- VRS SCHOOL CONCERT - PH
- USO SCHOOL CONCERTS - ORPH
- FOCM MUSIC - BALCONY CLOSED FOR RUN \*
- VCC PIP D DAY - PH
- CHINA CLUB FESTIVAL - PH
- RAIL TOWN - ANNEX
- BALLET W/ PRESS REHEARSAL Q&A
- EARLY MUSIC - PH - CLOSED BALCONY
- BOGS BUNNY - ORPH, ~~ANNEX~~ BALCONY ORPH
- CHINESE INSTR SOC - ANNEX
- WARREN MILLER - ORPH/ORPH ???
- BULLY COMPANY - Q&A
- BALLAMAS - ORPH

March 30/16

~~OPS~~ OPS  
Date

\* Set up mtg w/ Saverio  
to go over May schedule ✓

Elaine's  
area

TP 404/roll (36 rolls)  
~~404~~ 402/roll (90 rolls)  
4090/roll (90 rolls)

PT - Environmental was tested  
the walk in the afternoon.

APR 5/2016

OPS

- \* Send Pest Control issues to  
terris
- \* Waste containers FOH (GET)  
(AUDIT)
- \*

APR 6

- \* Many MIA
- \* VSO Grafta
- \* Pence House
- \* Teard Tundra
- \* Hadfield
- \* Foster Muffy
- \* Travellers Kili
- \* Snowden
- \* Scotch Testing
- \* Generation Axe
- \* Winipeg Belle
- \* Spangway
- \* Cross Soci
- \* ~~Uso~~
- \* FOCM
- \* Annex Aids
- \* 21 Pilots
- \* VSO Sprig
- \* Schubert
- \*

~~WERN~~ OPS  
Date

APRIL 6/2016

Date WERN

Meeting w/ Squadron  
2 other may schedule ✓

FO 4 / roll  
~~FO 2 / roll~~ (36 rolls)  
FO 90 / roll (90 rolls)

Environmental news tested  
the works in the Ops room.

OPS

Post @ JWC issues to  
minds  
containers FOH (GET)  
ADDIT)

- \* ~~Mount NIA~~ ~~ERT~~
- \* ~~VSD Godfather~~
- \* ~~Dance House~~ ~~WAA~~
- \* ~~Toward Towers~~
- \* ~~Hadfield~~ ~~WAA~~
- \* ~~Father Mitty~~ ~~WAA~~ call from Toronto
- \* ~~Travelers Filmer Street~~
- \* ~~Snowden~~
- \* ~~Scotts Testing - AT~~
- \* ~~Generation Axe~~
- \* ~~Winning Bullet~~
- \* ~~Symphony~~
- \* ~~Crypt Society~~
- \* ~~USA Springfest~~
- \* ~~FOCM~~
- \* ~~Amex Additions~~
- \* ~~21 Pilots~~
- \* ~~VSD Springfest~~
- \* ~~Schubert Song~~

Duplicate

## Lynden, Jason

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**From:** John Poschner <john@carepest.com>  
**Sent:** Wednesday, March 02, 2016 8:20 PM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason  
**Subject:** Regarding: Clothing Moths

Location: COV-Queen Elizabeth Theatre, 649 Cambie Street, Vancouver, BC, V6B 2P1  
Pest: Clothing Moths  
Locations: Coat Check Room, Janitor Supply Storage Room

Hi Ric

### Janitor Closet:

One recommendation at this location, you also had mention is removal of the rolled up carpets in the janitor storage room. Installing at least three vapona strips in the janitor room will help control and prevent a clothing moth infestation.

Vapona Strips: Plastic resin strips, such as pest strips contain Vapona or DDVP, an insecticide that slowly vaporizes and effectively kills small flying insects in confined areas. Hanging a strip in a seldom-opened closet will help protect fabrics from adults, but it will have little effect on larvae already infesting materials. A strip should last for about six months. Some people dislike the odor of DDVP, but it normally goes away after the item has been aired for one or two days. The strips should never be used in rooms where people are exposed to the vapors for extended periods of time.

### Coat Check at main entrance:

In the coat check section at the main front entrance, installing at least 3 clothing moth monitors to inspect for any new activity.

### Option One: Above information

The cost for this service will be \$117.00 +GST. This includes the cost for 3 clothing moth monitors, 3 vapona strips (\$60.00 for clothing moth monitors & \$12.00 for vapona strips) and cost for installing the devices (\$45.00). The monitors will be inspected during regular pest maintenance service.

### Option Two: Pesticide aerosol and residual treatment in Janitor Closet.

The cost for this service will be \$125.00 + GST one time treatment. During and after treatment people will have to remain out of the area for 6 hours.

Option one is a safe way to deal with these pests. I am worried if the janitor closet is treated with aerosol and residual it will be difficult to seal the room afterwards and make it uncomfortable for you staff to work in the surrounding area.

Please contact me if you have any questions.

I am scheduled at this location tomorrow to inspect all the doors for bottom door seals to prevent mice from entering the building. You may ask me questions on this issue as well.

Kind regards,

**John Poschner**  
**Sales Associate**

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6

PH: 604-432-9422

FX: 604-432-9425

[john@carepest.com](mailto:john@carepest.com)

[www.carepest.com](http://www.carepest.com)

**TERMINIX**  
**CANADA**



## Lynden, Jason

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**From:** clientcare@carepest.com  
**Sent:** Thursday, January 21, 2016 11:43 AM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)  
Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company



## Lynden, Jason

---

**From:** clientcare@carepest.com  
**Sent:** Thursday, January 21, 2016 11:33 AM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company



A **TERMINIX** Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

# Service Inspection Report Detailed Service Report #301710

**Client:** 107181  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107181  
 COV - Orpheum Theatre  
 865 Seymour Street  
 Vancouver, BC V6B 3L4

**Customer Signature:**

**Technician Signature:**

Customer is unavailable to sign

Scott Baker

**Licenses/Certifications**

BC - Structl IPM #173166

**Time In:** 12/17/2015 09:34 AM **Terms:** NET 30  
**Time Out:** 12/17/2015 12:47 PM **PO #:** Maintenance

Order #	Service Description	Quantity
A126437	Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats,	1.00

**Service Comments**

None Noted

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity	Created
Responsibility	Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity	Created
Responsibility	Last Inspected

**Pest Summary**

None Noted

Quantity	Device Summary	With	Without	Total	Device Exceptions		
		Activity	Activity	Inspected	Replaced	Removed	Skipped
	Exterior Rodent Bait Station	1	0	1	0	0	0
	Insect Monitors	0	6	6	0	0	0
	Interior Mechanical Mouse Tr	0	1	1	0	0	0
	Interior Rodent Bait Station	0	14	14	0	0	0
	Mouse snap trap	0	2	2	0	0	0
	<b>- Totals</b>	<b>1</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**

Area Inspected	Pest Findings	Time
Exterior		10:03 AM
Interior		10:30 AM

Comment: 1. Inspected all exterior rodent bait stations 60% bait taken at this time cleaned and refreshed all station around building. Inspected all interior



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 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

## Service Inspection Report Detailed Service Report #301710

### Area Inspections

Area Inspected	Pest Findings	Time
rodent stations no activity found at this time add station to carpenters office on main level across from stage door		
Interior -> Backstage		10:05 AM
Interior -> Bars		10:09 AM
Interior -> Box office		10:17 AM
Interior -> Carpenters office		10:05 AM
Interior -> Cat walk		10:08 AM
Interior -> Catering curtain		10:15 AM
Interior -> Dressing rooms		10:08 AM
Interior -> Front of house		10:08 AM
Interior -> House		10:08 AM
Interior -> Loading dock		10:07 AM
Interior -> Lunch room		10:07 AM
Interior -> Maintenance office		10:06 AM
Interior -> Roof air room		10:06 AM
Interior -> Stage office		10:06 AM
Interior -> Tunnels		10:06 AM

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exterior</i>					
	*Station 1	Exterior Rodent Bait Station	Activity		10:15 AM
<i>Interior</i>					
	*0	Mouse snap trap	None		9:59 AM
<i>Interior -&gt; Backstage</i>					
	*Station 14	Interior Rodent Bait Station	None		10:14 AM
	*Station 15	Insect Monitors	None		10:14 AM
	*Station 16	Interior Mechanical Mouse Trap	None		10:14 AM
<i>Interior -&gt; Bars</i>					
	*0	Mouse snap trap	None		10:10 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 12	Insect Monitors	None		10:13 AM
	*Station 13	Insect Monitors	None		10:13 AM
<i>Interior -&gt; Box office</i>					
	*Station 19	Interior Rodent Bait Station	None		10:18 AM
	*Station 20	Interior Rodent Bait Station	None		10:18 AM
<i>Interior -&gt; Carpenters office</i>					
	*Station 1	Insect Monitors	None		10:05 AM
	*Station 2	Interior Rodent Bait Station	None		10:05 AM
<i>Interior -&gt; Catering curtain</i>					
	*Station 17	Interior Rodent Bait Station	None		10:15 AM
<i>Interior -&gt; Front of house</i>					
	*Station 9	Interior Rodent Bait Station	None		10:17 AM
	*Station 10	Interior Rodent Bait Station	None		10:17 AM
	*Station 18	Interior Rodent Bait Station	None		10:17 AM
<i>Interior -&gt; Lunch room</i>					
	*Station 8	Interior Rodent Bait Station	None		10:08 AM



A **TERMINIX** Canada Company

#1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

# Service Inspection Report Detailed Service Report #301710

## Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Interior -&gt; Roof air room</i>					
	*Station 6	Interior Rodent Bait Station	None		10:07 AM
	*Station 7	Interior Rodent Bait Station	None		10:07 AM
<i>Interior -&gt; Stage office</i>					
	*Station 3	Interior Rodent Bait Station	None		10:06 AM
<i>Interior -&gt; Tunnels</i>					
	*Station 4	Interior Rodent Bait Station	None		10:06 AM
	*Station 5	Interior Rodent Bait Station	None		10:06 AM
<b>Total Devices:</b>	<b>24</b>	<b>Skipped:</b>	<b>0</b>	<b>No Activity:</b>	<b>23</b>
				<b>Activity:</b>	<b>1</b>

## Material Application Details

EPA #	Material Applied	Active Ingredient	Application Method	Application Rate
	Lot #	AI Concentration	Application Equipment	Sq/Cu/L Ft

None Noted

N/A

N/A

Weather:



**A TERMINIX Canada Company**  
 PEST & WILDLIFE CONTROL  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

# Service Inspection Report Detailed Service Report #301708

**Client:** 107095  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107095  
 COV - Queen Elizabeth Theatre  
 649 Cambie Street  
 Vancouver, BC V6B 2P1

**Customer Signature:** \_\_\_\_\_ **Technician Signature:** \_\_\_\_\_

**Licenses/Certifications**

BC - Structl IPM #173166

Scott Baker

**Time In:** 12/17/2015 08:48 AM **Terms:** NET 30  
**Time Out:** 12/17/2015 12:40 PM **PO #:** Maintenance

Order #	Service Description	Quantity
A126435	Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats,	1.00

**Service Comments**

**Tech Comment:** Inspected all exterior rodent bait stations no bait taken at this time as all new station placed around building.  
 Inspected all interior station no activity inside at this time cleaned and refreshed all stations add station in laundry rooms,bar's and back hallways

10 interior rodent stations  
 7 next year stations 18.50 each

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

	Severity	Created
	Responsibility	Last Inspected
No Conditions Added or Updated this Service		

**Conditions Resolved This Visit**

	Severity	Created
	Responsibility	Last Inspected
No Conditions Added or Updated this Service		

**Pest Summary**

None Noted

**Device Summary**

	With Activity	Without Activity	Total Inspected	Device Exceptions		
				Replaced	Removed	Skipped
Exterior Rodent Bait Station	0	6	6	0	0	0
Insect Monitors	0	6	6	0	0	0
Interior Rodent Bait Station	0	4	4	0	0	0
Mouse snap trap	0	1	1	0	0	0
<b>- Totals</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.



A TERMINIX Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

## Service Inspection Report Detailed Service Report #301708

### Area Inspections

Area Inspected	Pest Findings	Time
Exteriors		8:57 AM
Interior		12:38 PM
Interior -> Bars		8:52 AM
Interior -> Catering kitchen		12:38 PM
Interior -> Coat check		8:53 AM
Interior -> House		8:53 AM
Interior -> House -> Exit doors		8:53 AM
Interior -> Laundry room		8:55 AM
Interior -> Loading dock		8:54 AM
Interior -> Staff lunch room		8:54 AM

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exteriors</i>					
	*Station 1	Exterior Rodent Bait Station	None		8:58 AM
	*Station 2	Exterior Rodent Bait Station	None		8:58 AM
	*Station 3	Exterior Rodent Bait Station	None		8:58 AM
	*Station 4	Mouse snap trap	None		8:58 AM
	*Station 5	Exterior Rodent Bait Station	None		9:08 AM
	*Station 6	Exterior Rodent Bait Station	None		9:09 AM
	*Station 7	Exterior Rodent Bait Station	None		9:09 AM
<i>Interior -&gt; Bars</i>					
	*Station 1	Insect Monitors	None		8:53 AM
	*Station 2	Insect Monitors	None		8:53 AM
	*Station 3	Insect Monitors	None		8:53 AM
	*Station 4	Insect Monitors	None		8:53 AM
<i>Interior -&gt; House -&gt; Exit doors</i>					
	*Station 5	Interior Rodent Bait Station	None		8:54 AM
	*Station 6	Interior Rodent Bait Station	None		8:54 AM
<i>Interior -&gt; Laundry room</i>					
	*Station 9	Interior Rodent Bait Station	None		8:55 AM
	*Station 10	Interior Rodent Bait Station	None		8:56 AM
<i>Interior -&gt; Staff lunch room</i>					
	*Station 7	Insect Monitors	None		8:55 AM
	*Station 8	Insect Monitors	None		8:55 AM

**Total Devices: 17      Skipped: 0      No Activity: 17      Activity: 0**

### Material Application Details

Material Applied	Active Ingredient	Application Method	Application Rate
EPA #	Lot #	Application Equipment	Sq/Cu/L Ft

None Noted

N/A

N/A

Weather:

## Lynden, Jason

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**From:** Dino Stefanopoulos <dino@carepest.com>  
**Sent:** Tuesday, January 05, 2016 2:34 PM  
**To:** Lynden, Jason  
**Subject:** COV - Queen Elizabeth Theatre 650 Hamilton Street, Vancouver - Bird Exclusion - CARE PEST CONTROL  
**Attachments:** COV - Queen Elizabeth Theatre.pdf

Hi Jason,

Hope you had some time off to relax over the holidays,

Please find attached the quotation for resolving the bird issue at the Queen Elizabeth Theatre as per your request. If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

Dec 18, 2015

COV – Queen Elizabeth Theatre  
650 Hamilton Street  
Vancouver, BC  
V6B 5N6



**ATTN:** Jason Lynden – Building Services Supervisor

**RE:** Proposal for Bird Spiking on the Queen Elizabeth Theatre

The enclosed quotation is submitted in response to the proposal request for bird spikes to be installed along the rooftop of the Queen Elizabeth Theatre in Vancouver, BC. Through submission of this proposal, we agree to all terms and conditions of the scope of work. We are confident that our bird control methods, safety regulations, and work ethic are above and beyond industry standards.

The service and safety requirements for this project have been carefully reviewed. We agree to be bound by statements and representations made in the scope of work and to any agreement resulting from the proposal.

We look forward to building a long-term relationship with the City of Vancouver

Sincerely,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
604 432 9422  
Dino@carepest.com



## Executive Summary

Care Pest & Wildlife Control located at #1-3888 North Fraser way in Burnaby, BC has been providing structural pest, bird and wildlife control since June 1, 2001. We service both BC and Ontario markets, and cater to a range of clients including those with high profile/renowned architectural structures in their building portfolios.

Listed below are examples of the reasons our clients have the confidence and trust in our services:

- We have over one hundred years of combined experience in the structural pest, bird and wildlife control industry
- We have adequate and current licensing applicable to fulfilling the service scope
- We have an Occupational Health & Safety Program that was developed by a highly regarded safety consulting company (a full three hundred page version of our policy can be sent upon request)
- All our staff, managers, supervisors, technicians and administrative staff are all IPM (Integrated Pest Management) and WHMIS certified
- Our company incorporates Quality Pro Canada pest, bird and wildlife control standards, which include specific requirements with respect to recruiting, hiring, employee background checks, training practices, workplace policies, industry related policies, marketing and advertising practices
- We have five million dollars liability insurance coverage, and are in good standing with the Worker's Compensation Board of BC
- We have maintained an "A+" rating with the Better Business Bureau since June 2002
- We consistently provide competitive pricing and warranties on our services
- We use leading edge, industry approved products and application techniques
- We fully comply with all regulations/bylaws of the
  - Wildlife and Migratory Birds Act
  - Workers Compensation Board of BC
  - Employment Standards Act of BC
  - Health Canada and the Pest Management Regulatory Agency
  - BC Ministry of Environment
- We are partnered with the SPCA of BC to help ensure the safe and humane treatment of all birds and animals that we deal with, and to continually evolve as new treatments and regulations emerge in the industry

- We have the ability to safely, efficiently, and effectively execute our client's service scope expectations

For the reasons mentioned above, we are confident we can deliver all the requests in the scope of service for the supply and installation of bird spikes on the Queen Elizabeth Theatre.

## CARE Pest & Wildlife Control Ltd. Health & Safety Program

### Policy Statement

CARE Pest & Wildlife Control Ltd. is committed to achieve a culture where Safety, Quality and Production is paramount, to promote our employees to "do the job right" and to participate with our employees in a proactive approach to ensure their health, safety and security.

### Roles and Responsibilities

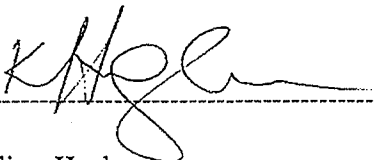
**Senior Management** (President, CEO, and General Manager) establishes and maintains systems, standards, policies and practices to ensure that all employees are aware of and accountable for CARE Pest & Wildlife Control Ltd.'s commitment to a safe and healthy workplace.

**Supervisors** (includes Foremen) develop, maintain and review Health & Safety policies and procedures, and educate and train their employees in the policies and procedures. They perform regular departmental safety inspections, investigate accidents, near misses and reported hazards, and actively participate in the Health & Safety program by ensuring their employees remain healthy, safe and secure.

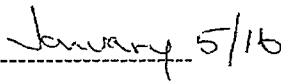
**Employees** are the primary component in developing and maintaining a healthy, safe and secure work environment. They participate in the Health & Safety program, recommend actions to improve its effectiveness, report incident, and hazards, and use the motto Think, Ask, Do (Think Safe, Ask Questions before commencing a task and Do the job right) when performing their job tasks.

**Joint (Health and Safety) Committee (includes Worker Safety Representative)** act as a facilitators to achieve CARE Pest & Wildlife Control Ltd.'s goal of a safe and healthy workplace. The Committee promotes Health & Safety practices, provides recommendations for health and safety issues, participates in site inspections and, where needed, assists in incident investigations.

**Contractors** are responsible for ensuring their employees (and sub-contractors) work within the parameters of their own health and safety program and CARE Pest & Wildlife Control Ltd.'s Health & Safety Program.



Karlissa Hughes



Date

CARE Pest & Wildlife Control

Operations Manager

**Think Safe, Ask Questions, Do the Job Right**



Dec 18, 2015

COV – Queen Elizabeth Theatre  
650 Hamilton Street  
Vancouver, BC  
V6B 5N6



RE: PIGEONS & SEAGULLS

Thank you for the opportunity to help solve the bird problem that is present at this location. After a visual inspection of the property, we have discovered pigeons & seagulls are roosting along the rooftop ledge that surrounds the perimeter of building. In order to resolve the issue, please refer to the following:

**Preventative Bird Spiking:**

One row of 8inch stainless steel bird spike will be installed along the rooftop ledge of the Queen Elizabeth Theatre. The spikes will be fastened into place with Sikaflex polyurethane adhesive, and installed along the sections of rooftop ledge that are located directly above the windows.

- South ledge (Approx. 150 linear Ft)
- West ledge (Approx. 250 Linear Ft)
- North ledge (Approx. 50 Linear Ft)
- East ledge (Approx. 275 Linear Ft)

This job will require two technicians, and fall protection gear to comply with W.C.B. Regulations (**Rooftop access will be required**).

The cost of this exclusion will be **\$4,995.00 (Plus GST)** and will come with a 5-year warranty on all materials and fastenings.

We hope that this proposal meets with your approval. If you have any questions or concerns, please email or contact me at the office.

Sincerely,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
604-432-9422  
Dino@carepest.com



WORKING TO MAKE A DIFFERENCE

**Assessment Department Location**

**Mailing Address**

PO Box 5350  
Station Terminal  
Vancouver BC V6B 5L5

6951 Westminster Highway  
Richmond BC  
V7C 1C6  
www.worksafebc.com

**Clearance Section**

Telephone 604 244 6380  
Toll Free within Canada  
1 888 922 2768  
Fax 604 244 6390

COV - Queen Elizabeth Theatre  
650 Hamilton Street  
VANCOUVER, BC V6B 5N6

January 05, 2016

**Subject: Multiple-Subject Clearance Inquiry**

This letter provides clearance information for the purposes of Section 51 of the *Workers Compensation Act*. Where clearance is granted, the prime contractor this letter is addressed to will not be held liable for the amount of any assessment payable for work undertaken by the subject firm to the date indicated.

We have reviewed the clearance status of the firms listed in your request. The following is a summary of our findings:

**We confirm that the following account(s) is active and in good standing to the "Paid to" date indicated:**

917317 AQ(003) - SVM SERVICES CANADA, LTD  
CARE PEST & WILDLIFE CONTROL

Paid to: January 01, 2016  
Continuous coverage since: September 01, 2013  
Next payment due: January 20, 2016

**We confirm that the following account(s) is cancelled and in good standing to the "Paid to" date indicated:**

661744 CQ(003) - CARE PEST & WILDLIFE CONTROL LTD.

Paid to: September 23, 2013

Employer Service Centre  
Assessment Department

**For more information about Section 51 and clearance letters visit [WorkSafeBC.com](http://WorkSafeBC.com)**

*Please refer to your account number in your correspondence or when contacting the Assessment Department.*

**To alter this document constitutes fraud.**



WORKING TO MAKE A DIFFERENCE

**Assessment Department**

**Mailing Address**

PO Box 5350  
Station Terminal  
Vancouver BC V6B 5L5

**Location**

6951 Westminster Highway  
Richmond BC  
V7C 1C6  
www.worksafebc.com

**Clearance Section**

Telephone 604 244 6380  
Toll Free within Canada  
1 888 922 2768  
Fax 604 244 6390

Clearance Reference # : C128695071

CLRA4

**For more information about Section 51 and clearance letters visit [WorkSafeBC.com](http://WorkSafeBC.com)**

*Please refer to your account number in your correspondence or when contacting the Assessment Department.*

**To alter this document constitutes fraud.**

Ref. No. 320007345192

CERTIFICATE OF INSURANCE

Aon Reed Stenhouse Inc.  
5500 North Service Road  
Suite 402  
Burlington ON L7L 6W6  
tel 289-313-2600 fax 289-313-2601

Re: For Evidence of Insurance Purposes

To Whom It May Concern

Insurance as described herein has been arranged on behalf of the Insured named herein under the following policy(ies) and as more fully described by the terms, conditions, exclusions and provisions contained in the said policy(ies) and any endorsements attached thereto.

Insured

SVM Services Canada, Ltd dba Care Pest and Wildlife  
Control  
#1, 3888 North Fraser Way  
Burnaby, BC V5J 5H6

Coverage

<b>Commercial General Liability</b>	<b>Insurer</b>	Zurich Insurance Company Ltd	
Policy #	s.17(1)		
Effective	01-Jan-2016	Expiry	01-Jan-2017
Limits of Liability	Bodily Injury & Property Damage, Each Occurrence \$3,000,000 Products and Completed Operations, Aggregate \$6,000,000 Personal Injury \$3,000,000 Advertising Liability \$3,000,000 Employers Liability \$1,000,000 Tenant's Legal Liability - All Risks \$1,000,000 Non-Owned Automobile Liability \$1,000,000 Policy may be subject to a general aggregate and other aggregates where applicable		
<b>Automobile Owners Form</b>	<b>Insurer</b>	Zurich Insurance Company Ltd	
Policy #	s.17(1)		
Effective	01-Jan-2016	Expiry	01-Jan-2017
Limits of Liability	Third Party Liability - O.A.P.1 \$7,000,000 Civil Liability - Q.P.F.1 \$7,000,000 Third Party Liability - S.P.F. 1 \$7,000,000		

Terms and / or Additional Coverage

THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE  
OR, IN THE CASE OF AUTOMOBILE INSURANCE,

THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE



Ref. No. 320007345192

CERTIFICATE OF INSURANCE

Commercial General Liability

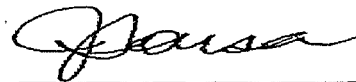
---

Products and Completed Operations  
Contingent EL  
Owners and Contractors Protective  
Cross Liability  
Contractual Liability

---

THIS CERTIFICATE CONSTITUTES A STATEMENT OF THE FACTS AS OF THE DATE OF ISSUANCE AND ARE SO REPRESENTED AND WARRANTED ONLY TO THE INSURED. OTHER PERSONS RELYING ON THIS CERTIFICATE DO SO AT THEIR OWN RISK.

Aon Reed Stenhouse Inc.



---

Dated : 21-December-2015  
Issued By : Sousa, Jennifer  
Tel : +12893132660

THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE  
OR, IN THE CASE OF AUTOMOBILE INSURANCE,  
THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE



## References

Since June 1<sup>st</sup>, 2001, Care Pest & Wildlife Control has been providing pest, bird & wildlife control services to an abundance of clients ranging from government bodies (such as cities and schools, food plants, warehouses, and health care facilities to property management companies responsible for multi dwelling, commercial and office type properties, and social housing entities.

Below are five references (three work references and two trade references) for you to contact to help satisfy any questions or concerns you might have:

### Work Reference: CMHC Granville Island PM

1661 Duranleau Street

Vancouver, BC V6H 3S3

Contact: Tony Barrow – Operations Manager

Phone: 604-666-8115

Email: [tbarrow@cmhc-schl.gc.ca](mailto:tbarrow@cmhc-schl.gc.ca)

Project: Various Humane exclusion and prevention projects including bird spiking, bird netting and other methods to reduce high volume of bird density at this high profile, public access marketplace, and it's encompassing buildings.

### Work Reference: Ministry of Forests Mines & Lands – Tree Seed Centre

18793 32<sup>nd</sup> Ave

Surrey, BC V3S 0L5

Contact: Chuck Woodward

Phone: 604-541-1683

Email: [Chuck.woodward@gov.bc.ca](mailto:Chuck.woodward@gov.bc.ca)

Project: Completed bird exclusion on the exterior awnings of the facility, enclosing and preventing future ingress & roosting.

### Work Reference: Worksafe BC

6591 Westminster Hwy

Richmond, BC V7C 1C6

Contact: Glynn Morris – Operations Manager

Phone: 604-276-3065

Email: [glynn.morris@worksafebc.com](mailto:glynn.morris@worksafebc.com)

Project: Weekly pest maintenance services for the control of rodents and structural insects in a multi-storey facility which is considered a highly sensitive environment.

**Trade Reference: Bird B Gone Inc. – Manufacturer of “Bird Net 2000” and various other bird exclusion devices**  
23918 Skyline Road  
Mission Viejo, CA, United States  
Contact: Angela Towler  
Phone: 1-800-392-6915  
Email: [Angela@birdbgone.com](mailto:Angela@birdbgone.com)

**Trade Reference: Integrated Pest Supplies Ltd. – Exclusive Canadian Distributor of Bird B Gone Products**  
108-360 Edworthy Way  
New Westminster, BC V3L 5T4  
Contact: Chris Dorman  
Phone: 1-800-465-5511  
Email: [integratedpest@telus.net](mailto:integratedpest@telus.net)

Since we are familiar with large scale bird, wildlife exclusion and prevention projects, our bird and wildlife staff and any subcontractors are employed and trained specific to the workmanship requirements and safety standards that can be expected for this project. Our specialized “Bird Team” is highly trained on all safety operations, including fall protection course certification, rope access safety and lift operation procedures.

## Lynden, Jason

---

**From:** Leung, Dennis  
**Sent:** Thursday, December 17, 2015 8:19 AM  
**To:** Ambrosi, Bruno; Azam, Mohammed; Bedry, Ricci; Bevacqua, Bert; Fang, Carlos; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Santos, Chris; Sibayan, Oscar  
**Cc:** Harvey, Ian  
**Subject:** FW: Pest Control contact

Hi Everyone,  
Fyi please see the below email

Thank you,  
Dennis  
604-654-0956

---

**From:** Drazic, Slobodan  
**Sent:** Thursday, December 17, 2015 8:14 AM  
**To:** Harvey, Ian; Snadel, Joe; Leung, Dennis; Dessureault, Sophie; Landels, Brian; Pucci, Pasquale  
**Subject:** Pest Control contact

Hi everyone !

Please provide to all your site supervisors contact info for the pest control treatments. If any contractual issues will arise please be free to contact me directly

From Max:

. Even better, especially when it's an urgent request for service, call us at 604-432-9422. Our phones are open from 730am-530pm and if no one is available they can leave a voicemail. We check our voicemail boxes regularly.

**Max Astrero**

Contact Centre Lead  
[max@carepest.com](mailto:max@carepest.com)

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6  
Ph: 604.432.9422  
Fx: 604.432.9425

**TERMINIX**  
**CANADA**

Kind Regards  
Slobodan Drazic  
Contract Service Coordinator  
Work Control Centre and Optimization  
Real Estate and Facilities Management  
Tel.604-718-6221  
[slobodan.drazic@vanouver.ca](mailto:slobodan.drazic@vanouver.ca)



## Lynden, Jason

---

**From:** Dino Stefanopoulos <dino@carepest.com>  
**Sent:** Saturday, December 12, 2015 9:55 AM  
**To:** Lynden, Jason  
**Subject:** Re: Canceled: Bird spike quote

Hmm, weird ok. I thought it was rather strange myself. I just wanted to double check with you. I will see you on the 18th at 10am.

Regards,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

Sent from my iPhone

> On Dec 12, 2015, at 9:49 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

>

> That's weird...It's still good on my end..

>

> -----Original Message-----

> From: Dino Stefanopoulos [<mailto:dino@carepest.com>]

> Sent: Saturday, December 12, 2015 9:47 AM

> To: Lynden, Jason

> Subject: Re: Canceled: Bird spike quote

>

> Hi Jason,

>

> I got a notification that our Dec 18th meeting was cancelled. Did the time frame not work for you anymore.?

>

> Regards,

>

> Dino Stefanopoulos

> Bird & Wildlife Account Manager

> Care Pest & Wildlife Control

> A Terminix Canada Company

> 604 432 9422

>

> Sent from my iPhone

>

>> On Dec 11, 2015, at 8:13 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

>>

>>

>>

>> <meeting.ics>

**Lynden, Jason**

---

**From:** Dino Stefanopoulos <dino@carepest.com>  
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**To:** Lynden, Jason  
**Subject:** Re: Canceled: Bird spike quote

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Regards,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

Sent from my iPhone

> On Dec 11, 2015, at 8:13 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:  
>  
>  
>  
> <meeting.ics>

## Lynden, Jason

---

**From:** Dino Stefanopoulos <dino@carepest.com>  
**Sent:** Thursday, December 10, 2015 9:39 PM  
**To:** Lynden, Jason  
**Subject:** Re: COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Jason,

Yes, Friday the 18th works perfectly on my end. How about 10am?.

Regards,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

Sent from my iPhone

On Dec 10, 2015, at 11:31 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Hi Dino,

Dec 17, 18 or 19 are all pretty clear for me right now. And earlier in the day works better. Does the morning of Dec 18<sup>th</sup> work OK on your end?

J

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Thursday, December 10, 2015 9:17 AM  
**To:** Lynden, Jason  
**Subject:** Re: COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Jason,

Yes, that would be no problem at all to come by the Queen Elizabeth Theatre. Just give me a day and time that works for you, and I will coordinate the assessment.

Regards,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company

604 432 9422

Sent from my iPhone

On Dec 8, 2015, at 10:01 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Thanks Dino,

I have passed this n to Ric.

I was wondering if we could get you to come by the QET one day and quote the cost of installing some bird spiking. It's not a rush, so maybe when the weather improves.

Thanks again,

Jason

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]

**Sent:** Tuesday, December 08, 2015 7:51 AM

**To:** Lynden, Jason

**Subject:** COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Jason,

Please find attached the quotation for resolving the pigeon issue at the Orpheum Theatre as per our discussion.

If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

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Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

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Thanks again,

Jason

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**Sent:** Tuesday, December 08, 2015 7:51 AM  
**To:** Lynden, Jason  
**Subject:** COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

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If you have any questions or concerns, feel free to call or email me anytime.



Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

---

**From:** Dino Stefanopoulos <dino@carepest.com>  
**Sent:** Tuesday, December 08, 2015 7:51 AM  
**To:** Lynden, Jason  
**Subject:** COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL  
**Attachments:** COV - Orpheum Theatre.pdf

Hi Jason,

Please find attached the quotation for resolving the pigeon issue at the Orpheum Theatre as per our discussion.

If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

---

**From:** John Poschner <john@carepest.com>  
**Sent:** Tuesday, March 08, 2016 4:41 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Max Astrero  
**Subject:** Door Seal Installation at Orpheum Theatre and Queen Elizabeth Theatre

Regarding: Door Seal Installation to prevent rodents from entering the building

Location: Queen Elizabeth Theatre, 649 Cambie Street in Vancouver

- Cambie Street side of building, one overhead door, sweep is broken, replace missing sections
- Hamilton Street side, one set of double doors, space in the middle bottom section and one small hole beside door, metal plate install and seal hole

Cost for all installs will be \$195.00 + GST

Location: Orpheum Theatre, 865 Seymour Street in Vancouver

- In back alley, eight metal doors (four double doors) needs bottom metal strip installation
- In back alley, one set of glass doors needs bottom metal strip installation
- Interior cash room doors, two doors need bottom metal strip installation
- Interior stage door next to metal mouse trap leading into emergency exit of next door building, needs bottom metal strip installation

Cost for all installs will be \$780.00 + GST.

Please contact me or the office if you have any questions.

Thank You,

Kind regards,

**John Poschner**  
**Sales Associate**

#1 - 3888 North Fraser Way

Burnaby, BC V5J 5H6

PH: 604-432-9422

FX: 604-432-9425

[john@carepest.com](mailto:john@carepest.com)

[www.carepest.com](http://www.carepest.com)

**TERMINIX**  
**CANADA™**



## Lynden, Jason

---

**From:** John Poschner <john@carepest.com>  
**Sent:** Wednesday, March 02, 2016 8:20 PM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason  
**Subject:** Regarding: Clothing Moths

Location: COV-Queen Elizabeth Theatre, 649 Cambie Street, Vancouver, BC, V6B 2P1

Pest: Clothing Moths

Locations: Coat Check Room, Janitor Supply Storage Room

Hi Ric

### Janitor Closet:

One recommendation at this location, you also had mention is removal of the rolled up carpets in the janitor storage room. Installing at least three vapona strips in the janitor room will help control and prevent a clothing moth infestation.

Vapona Strips: Plastic resin strips, such as pest strips contain Vapona or DDVP, an insecticide that slowly vaporizes and effectively kills small flying insects in confined areas. Hanging a strip in a seldom-opened closet will help protect fabrics from adults, but it will have little effect on larvae already infesting materials. A strip should last for about six months. Some people dislike the odor of DDVP, but it normally goes away after the item has been aired for one or two days. The strips should never be used in rooms where people are exposed to the vapors for extended periods of time.

### Coat Check at main entrance:

In the coat check section at the main front entrance, installing at least 3 clothing moth monitors to inspect for any new activity.

### Option One: Above information

The cost for this service will be \$117.00 +GST. This includes the cost for 3 clothing moth monitors, 3 vapona strips (\$60.00 for clothing moth monitors & \$12.00 for vapona strips) and cost for installing the devices (\$45.00). The monitors will be inspected during regular pest maintenance service.

### Option Two: Pesticide aerosol and residual treatment in Janitor Closet.

The cost for this service will be \$125.00 + GST one time treatment. During and after treatment people will have to remain out of the area for 6 hours.

Option one is a safe way to deal with these pests. I am worried if the janitor closet is treated with aerosol and residual it will be difficult to seal the room afterwards and make it uncomfortable for you staff to work in the surrounding area.

Please contact me if you have any questions.

I am scheduled at this location tomorrow to inspect all the doors for bottom door seals to prevent mice from entering the building. You may ask me questions on this issue as well.

Kind regards,

**John Poschner**  
**Sales Associate**

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6

PH: 604-432-9422

FX: 604-432-9425

[john@carepest.com](mailto:john@carepest.com)

[www.carepest.com](http://www.carepest.com)

**TERMINIX**  
**CANADA**



## Lynden, Jason

---

**From:** Max Astrero <max@carepest.com>  
**Sent:** Wednesday, March 02, 2016 11:59 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci; John Poschner  
**Subject:** RE: Theatres

Hi Jason,

I appreciate that. I have booked him for tomorrow with you and he will be on time.

Thank you.

**Max Astrero**  
*Contact Centre Lead*

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6  
Ph: 604.432.9422  
Fx: 604.432.9425



**From:** Lynden, Jason [<mailto:jason.lynden@vancouver.ca>]  
**Sent:** Wednesday, March 02, 2016 9:58 AM  
**To:** Max Astrero  
**Cc:** Bedry, Ricci  
**Subject:** Theatres

Hi Max,

I can meet with John tomorrow at the QET 12:30pm and the Orpheum at 1pm. Please note that I don't wait on meetings. If someone is more than 15 minutes late without a phone call I move on with my day.

Thanks,

Jason

## Lynden, Jason

---

**From:** clientcare@carepest.com  
**Sent:** Thursday, January 21, 2016 11:43 AM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company

## Lynden, Jason

---

**From:** clientcare@carepest.com  
**Sent:** Thursday, January 21, 2016 11:33 AM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company



## Lynden, Jason

---

**From:** Dino Stefanopoulos <dino@carepest.com>  
**Sent:** Tuesday, January 05, 2016 2:34 PM  
**To:** Lynden, Jason  
**Subject:** COV - Queen Elizabeth Theatre 650 Hamilton Street, Vancouver - Bird Exclusion - CARE PEST CONTROL  
**Attachments:** COV - Queen Elizabeth Theatre.pdf

Hi Jason,

Hope you had some time off to relax over the holidays,

Please find attached the quotation for resolving the bird issue at the Queen Elizabeth Theatre as per your request. If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

---

**From:** Max Astrero <max@carepest.com>  
**Sent:** Thursday, December 17, 2015 2:48 PM  
**To:** Lynden, Jason  
**Subject:** FW: reports for Orpheum and QET

Hi Jason,

The service reports for QET and Orpheum will be coming to you next time.

Thank you.

**Max Astrero**  
*Contact Centre Lead*

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6  
Ph: 604.432.9422  
Fx: 604.432.9425



**From:** Karlissa Hughes  
**Sent:** Thursday, December 17, 2015 2:43 PM  
**To:** Max Astrero  
**Subject:** Fwd: reports for Orpheum and QET

Sent from my iPhone

Begin forwarded message:

**From:** "Lynden, Jason" <jason.lynden@vancouver.ca>  
**Date:** December 17, 2015 at 12:01:48 PM PST  
**To:** "clientcare@carepest.com" <clientcare@carepest.com>  
**Subject:** reports for Orpheum and QET

Hi Max,

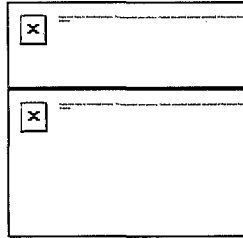
You can forward the reports for the theatres to me, please and thanks.

Jason Lynden  
604-830-1785

**Lynden, Jason**

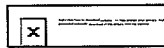
---

**From:** Dino Stefanopoulos <noreply@insideicloud.icloud.com>  
**Sent:** Friday, December 11, 2015 7:01 AM  
**To:** Lynden, Jason  
**Subject:** Dino Stefanopoulos accepted your invitation to "Bird spike quote".  
**Attachments:** iCal-20151211-070114.ics

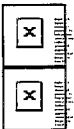


Dino Stefanopoulos accepted your invitation to  
"Bird spike quote".

when Friday, December 18, 2015, 6:00 PM UTC - 7:00 PM UTC  
location QET  
invitees Dino Stefanopoulos and you.



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## Lynden, Jason

---

**From:** Dino Stefanopoulos <dino@carepest.com>  
**Sent:** Tuesday, December 08, 2015 7:51 AM  
**To:** Lynden, Jason  
**Subject:** COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL  
**Attachments:** COV - Orpheum Theatre.pdf

Hi Jason,

Please find attached the quotation for resolving the pigeon issue at the Orpheum Theatre as per our discussion.

If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

**Lynden, Jason**

---

**From:** clientcare@carepest.com  
**Sent:** Friday, January 29, 2016 2:32 PM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)  
Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company



A **TERMINIX** Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9423 / www.carepest.com

# Service Inspection Report Detailed Service Report #305815

**Client:** 107095  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107095  
 COV - Queen Elizabeth Theatre  
 649 Cambie Street  
 Vancouver, BC V6B 2P1

**Customer Signature:**

**Technician Signature:**

Customer is unavailable to sign

Scott Baker

**Licenses/Certifications**

BC - Structl IPM #173166

**Time In:** 1/29/2016 01:59 PM **Terms:** NET 30  
**Time Out:** 1/29/2016 02:30 PM **PO #:** Maintenance

Order #	Service Description	Quantity
305815	Preventative Maintenance - Rats & Mic	1.00

**Service Comments**

**Tech Comment:** Inspected all exterior rodent bait stations 25% bait taken at this time cleaned and refreshed all station around building.  
 Inspected all interior station 20% activity inside at this time cleaned and refreshed all stations.  
 Add station to green room by garbage can room was being used will follow up next visit  
 Recommend removing cloth off bottom of couch.

Materials Summary	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
Material Applied	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility  
 Created  
 Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility  
 Created  
 Last Inspected

**Pest Summary**

Quantity

None Noted

**Device Summary**

	With Activity	Without Activity	Total Inspected	Device Exceptions		
				Replaced	Removed	Skipped
Exterior Rodent Bait Station	3	3	6	0	0	0
Insect Monitors	0	6	6	0	0	0
Interior Rodent Bait Station	0	4	4	0	0	0
Mouse snap trap	0	1	1	0	0	0
<b>- Totals</b>	<b>3</b>	<b>14</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**

**Area Inspections**

Area Inspected	Pest Findings	Time
Exteriors		2:22 PM
Interior		2:22 PM
Interior -> Bars		2:21 PM
Interior -> Catering kitchen		2:21 PM
Interior -> Coat check		2:21 PM
Interior -> House		2:21 PM
Interior -> House -> Exit doors		2:21 PM
Interior -> Laundry room		2:22 PM
Interior -> Loading dock		2:22 PM
Interior -> Staff lunch room		2:22 PM

**Device Inspection Details**

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exteriors</i>					
	*Station 1	Exterior Rodent Bait Station	Activity		2:28 PM
	*Station 2	Exterior Rodent Bait Station	Activity		2:28 PM
	*Station 3	Exterior Rodent Bait Station	Activity		2:28 PM
	*Station 4	Mouse snap trap	None		2:28 PM
	*Station 5	Exterior Rodent Bait Station	None		2:28 PM
	*Station 6	Exterior Rodent Bait Station	None		2:29 PM
	*Station 7	Exterior Rodent Bait Station	None		2:29 PM
<i>Interior -&gt; Bars</i>					
	*Station 1	Insect Monitors	None		2:21 PM
	*Station 2	Insect Monitors	None		2:21 PM
	*Station 3	Insect Monitors	None		2:21 PM
	*Station 4	Insect Monitors	None		2:21 PM
<i>Interior -&gt; House -&gt; Exit doors</i>					
	*Station 5	Interior Rodent Bait Station	None		2:21 PM
	*Station 6	Interior Rodent Bait Station	None		2:21 PM
<i>Interior -&gt; Laundry room</i>					
	*Station 9	Interior Rodent Bait Station	None		2:22 PM
	*Station 10	Interior Rodent Bait Station	None		2:22 PM
<i>Interior -&gt; Staff lunch room</i>					
	*Station 7	Insect Monitors	None		2:22 PM
	*Station 8	Insect Monitors	None		2:22 PM

**Total Devices: 17      Skipped: 0      No Activity: 14      Activity: 3**

**Material Application Details**

EPA #	Material Applied	Active Ingredient	Application Method	Application Rate
	Lot #	AI Concentration	Application Equipment	Sq/Cu/L Ft

None Noted

N/A      N/A

Weather:

## Lynden, Jason

---

**From:** Franco Petra <fpetra@orkincanada.com>  
**Sent:** Wednesday, April 01, 2015 9:26 AM  
**To:** Lynden, Jason  
**Subject:** RE: fogging quote

Hi Jason

Sorry for not getting back to you sooner

I thought you were going to get back to us with a day and date that we can do the treatment

The cost to do the afterhours treatment will be \$475.00 + Taxes  
Areas that we will treat: the areas that we inspected with Bill Myself and Ricci

Sorry for the confusion

Franco Petra  
Accounts Manager  
Orkin Canada  
Cell: 778-227-9222  
Email: [fpetra@orkincanada.com](mailto:fpetra@orkincanada.com)

---

**From:** Lynden, Jason [<mailto:jason.lynden@vancouver.ca>]  
**Sent:** April-01-15 9:19 AM  
**To:** Franco Petra  
**Subject:** fogging quote

Good Morning Franco,

We were just wondering what the good word was on the fogging quote for the Queen Elizabeth Theatre?

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058



## Lynden, Jason

---

**From:** Dunster, Dave  
**Sent:** Monday, May 26, 2014 10:56 AM  
**To:** Lynden, Jason; Bola, Anita  
**Subject:** web request;cleaning on 2nd floor May 26

(Location:Orpheum)

(Priority:Low (completed in the order received))

VSO requested an area that needs cleaning - Red Velvet curtain area ? east end behind the water bottles - the water bottles need to be moved and the carpet vacuumed and the ledge cleaned ? there are mice droppings there.

Hi guys, this request was sent by Elizabeth Griffiths. Thanks very much.

## Lynden, Jason

---

**From:** Leung, Dennis  
**Sent:** Wednesday, November 04, 2015 2:25 PM  
**To:** Ambrosi, Bruno; Azam, Mohammed; Bedry, Ricci; Bevacqua, Bert; Fang, Carlos; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Santos, Chris; Sibayan, Oscar  
**Cc:** Drazic, Slobodan; Harvey, Ian  
**Subject:** FW: Pest control contract Schedule A & B  
**Attachments:** Pest control contract schdule A & B.pdf

Hi Everyone,  
Please see the attached.  
Thank you,  
Dennis  
604-654-0956

---

**From:** Drazic, Slobodan  
**Sent:** Wednesday, November 04, 2015 2:21 PM  
**To:** Leung, Dennis  
**Subject:** Pest control contract Schedule A & B

Kind Regards  
Slobodan Drazic  
Contract Service Coordinator  
Work Control Centre and Optimization  
Real Estate and Facilities Management  
Tel.604-718-6221  
[slobodan.drazic@vanouver.ca](mailto:slobodan.drazic@vanouver.ca)



SCHEDULE A -  
SCOPE OF GOODS AND SERVICES

A) Requirement A - Preventative Services

*Purpose*

An Integrated Pest Management (IPM) approach will cover all of the City's facilities as identified in Schedule B – Prices for Supply on an ongoing pest maintenance program. The purpose of the regular pest maintenance visits is to keep the pest concerns to an ultimate minimum by providing multiple lines of defense, which primarily rely on monitoring devices in and around the affected buildings and sites.

*Coverage*

Coverage at each of the sites would include pest control maintenance for the most common structural pests, including but not limited to rats, mice, cockroaches, silverfish, store product pests and non-wood boring ants.

*Frequency of Service*

Services are to be provided as defined in Schedule B – Prices for Supply. The City's ongoing maintenance schedules would be serviced at a time and/or day that cater to their facility's needs, on either a monthly, bi-monthly or seasonal basis.

*Maintenance Visits*

Upon each service, Supplier will perform inspections and/or treatments for the services listed below.

i) Inspections

At each of the sites, the Supplier will be meeting with the site designate to check in, get updated reports from the site's logbook (where necessary) and treat as necessary.

However, one of the major duties at each visit will be inspections and reporting.

These inspections will be in all of the common areas, and the Supplier will look for any potential or existing pest problems that may

be evident in the facilities. Site inspections also provide


suggestions regarding potential entry points of rodents and even wildlife, to ensure the activity of these pests do not interfere with the public's well-being.

Inspections are to provide a preventative approach to the pest management program.

ii) Treatments

Once on site for on call or ongoing maintenance visits and after thorough inspections have taken place, the Supplier will propose to treat in the least invasive, yet highly

effective manner possible. Treatment is to be in a way that is safest to all

CoV Initial: 

Care Pest Initial:

disruption to the building's occupants. See Appendix I (of the Supplier submission) for a sample "Notice of Pesticide Use" sign that would be posted at a City of Vancouver location.

*Pest Maintenance Summary*

The Supplier's proposed pest maintenance program will provide the City and its respective sites, site designates and everyone that uses these facilities, residences and sites with the most extensive coverage using sustainable and proactive inspection / treatment techniques, while balancing that coverage with value and practicality.

**B) Requirement B - Reactive Services**

This section explains, in detail, the pests and wildlife we are able to control, as well as the treatment methods used, the frequency of visits needed to control / eradicate the problem pest as well as warranties.

All methods and procedures shall be in accordance with the Integrated Pest Management (IPM) Act. The Act enforces the lesser use of pesticides by implementing Integrated Pest Management (IPM) procedures to eliminate or control existing pest problems. These signs indicate that a pesticide treatment is taking place, and also include the name of the company applying the product, the date of the treatment, the product used and contact numbers for further information.

The overall idea behind the Act is to reduce the overall use of pesticides in structures and grounds, as well as bring awareness to the public on what product is being applied should a pesticide need to be used to solve a pest problem. All of the treatments for any pest incorporate IPM practices, including monitoring, promoting improved sanitation, structural modification recommendations / renovations, education to tenants, building contacts / site designates, mechanical, biological and the use of low-toxicity pesticides (in the event the non-pesticide alternatives do not provide suitable pest threshold limits deemed satisfactory by the tenants and/or building contact(s)).


All pesticide products will be used in accordance to the label. Also, any waste encountered on the job site shall be discarded with respect to the pesticide label, the IPM Act, WCB guidelines and federal, provincial and municipal regulations / bylaws. Illustration of control plans for each of the pests that are expected to be encountered is shown below:

**Ants – Carpenter**

*Inspection*

The Supplier will look for any potential nesting sites and see if it is possible to eliminate / replace these sources (for example, tree stumps, rotten fence posts, siding, beams, etc.). We will recommend any shrubs that are right up against the side of the structure to be trimmed back at least two feet, or be removed completely.

*Treatment Procedures*

CoV Initial: 

Care Pest Initial:

*Inspection*

These ants are found in rotting wood; wood in contact with soil or under slab. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, the Supplier

will first use a low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is a food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, 0.5% permethrin formulation shall be used for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice treatment along the perimeter of the building, where the foundation meets the soil, as well as all cracks in concrete surrounding the problem area(s). All applications will be done using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental / Conventional Pest Control Products Used*

Insecticide Bait (a.k.a. "Drax", "Avert", "Maxforce" and "Safer")

Ants – Pavement

*Inspection*

These ants are typically found in soil, mostly underneath slab and concrete. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, the Supplier

will first use low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, we would use a 0.5% permethrin formulation for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice

CoV Initial: 

Care Pest Initial:

a habit of invading neighbouring suites / rooms. They are also excellent at hiding in the smallest of openings, making detection extremely difficult. The use of scent detection dogs as a form of bedbug inspections shall be incorporated. The Supplier's K9 teams shall be professionally accredited and undergo daily training to keep up with their inspection techniques.

II) Treatments

i) Environmentally Friendly Techniques

The Supplier will incorporate the use of a dry steamer and a HEPA vacuum in the bedbug treatments. The key to success is thoroughness. The Supplier will go through all of the materials within a room, turning over upholstered cushions, mattresses, box springs and going through dresser drawers, closets, containers and anywhere else where bed bugs hide. The Supplier will also clean along baseboard areas, especially where the carpet or floor meets the wall.

ii) Environmental Pest Control Products

Bed bug encasements that envelope the box spring and Mattresses shall be used. Also, all clothing and bed sheets must be washed in warm or hot water and then heat dried to kill off any bed bugs that may be present. The Supplier also

recommend the use of bed bug monitors and "climb ups" that allow continual monitoring of bed bug activity. An example of where these would be useful would be in the firehalls, where there are beds and lockers full of personal belongings that could potentially become bedbug infested.

iii) Alternate Techniques

In the event the environmental techniques are not delivering results, the Supplier will elevate the service to include a low-toxicity pesticide treatment. The Supplier would proceed to treat with 0.5% permethrin along all baseboards and everywhere else bedbugs are found (as mentioned earlier). For mattresses, box springs and upholstered furniture, we will use a non-residual product called "pyrethrins" so as to eliminate any chance of exposure to the pesticide.


Carpet Beetles

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include pantry and clothes closets and clothes storage areas (such as dressers, armoires and clothes trunks).

These monitoring devices would be checked within three to seven days after placement, to give us a better idea of the population and activity levels throughout the affected areas.

Once the data is retrieved, the Supplier will then make an assessment as to where the problematic areas are, and provide a treatment solution. Any suites / rooms that have a

CoV Initial: 

Care Pest Initial:

In other cases, your buildings may have a dead bird, squirrel or rodent exposed on a lawn or tenant's patio / balcony. Once the Supplier is notified, they shall come out and properly dispose of the carcass. All waste will be discarded with respect to the IPM Act, WCB guidelines and federal, provincial and municipal regulations / bylaws. Carcasses will not be disposed of on the building or work site.

#### Environmental Cleanup

This is a service that can be provide, in the event they want an attic, wall void or crawlspace professionally cleaned up of all rodent droppings. The cleanup is done by first applying a Viricide treatment to the affected area(s), which contains any pathogens that might get dispersed upon removal of the droppings, waste or insulation. Once the viricide has been applied, The Supplier will then proceed to remove all waste material (our technicians are protected with Tyvec suits, eye goggles and gloves). The room or area being worked in is enveloped with plastic to prevent cross contamination. The waste material is properly discarded with respect to WCB guidelines and federal, provincial and municipal regulations / bylaws. The Supplier will then use a HEPA Vacuum and remove any remaining waste matter that might not have been picked up on the initial removal. Once completed, the area is reinsulated and screen off any points of entry that mice or rats can potentially get into using ¼" galvanized screen. This will help keep the cleaned area free of any future rodent infestations and their waste matter.

#### Fleas

##### *Inspection*

Fleas are an ectoparasitic pest that feed on pets as well as people. Fleas are typically found around pet's bedding areas, as well as where people sit or sleep. To determine if there are fleas present in suite, visual sitings are the ideal way to ensure that they are in fact fleas, and not another pest like bedbugs.

##### *Treatment Procedure(s)*

The initial treatment would involve a vacuuming. If thorough vacuuming (using HEPA filters) or steam cleaning does not work, the Supplier will proceed to install flea traps (such as our light traps) in all problem areas. These will be placed away from tenants or pets, but still accessible to fleas.


If these are not enough, a pesticide treatment using 0.5% permethrin and an insect growth regulator called "Precor" (Material Safety Data Sheets available upon request) will be used. Application involves spot treatments throughout the problem area(s) using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

##### *Environmental Pest Control Products Used*

Light Traps

HEPA Vacuum

Carpet Shampooer / Steamer

CoV Initial: 

Care Pest Initial:

Inspection

In cases where a tenant or site designate finds a "bug" or sample of something, and they're not sure what it is, to the Supplier will come out and provide a "bug i.d.". If the sample cannot be identified on the spot, the Supplier will utilize their lab and technical library to help identify any "bugs" that might be found that cannot be immediately identified on site. The Supplier's reference materials and electronic microscopes will be used o fully identify any pests that the City of Vancouver's buildings might get, help formulate a strategic pest treatment programs to eliminate or control a problem. Once identified, depending on the pest, the Supplier may want to further inspect neighbouring suites / rooms beside, above and below the problem unit, so as to contain the situation. Once our inspection is complete, a treatment plan will be formulated.

Mice Baiting / Trapping

*Inspection*

Harbourage and feeding areas would be sought after. These areas include around compost bins, woodpiles, exterior clutter, sheds, attics and crawlspaces. Rub and gnaw marks would indicate an activity area. The use of black lights indicate runways as they would pick up phosphorous from urine deposits. Any suites / rooms that have a problem, would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

A thorough inspection shall be made of the premises to see why they might be in a particular area. From here, elimination of food sources / clean up of organic matter will be instructed to the tenant(s). If there are active entry points, screening may be installed using 1/4" galvanized hardware cloth, provided it won't trap the mice inside the premises. Traps will then be used, and checked on a weekly basis thereafter, until the problem is resolved. Any fecal matter that needs to be cleaned up would be done by disinfecting the matter first, then vacuuming using a HEPA filter.

Should traps not work, the Supplier will then escalate the service to involve the use of rodenticides, which will be placed in areas safe from small children and pets. The bait will also be in tamper-resistant bait stations, offering further protection. All bait and bait stations will be used in accordance to the label and federal regulations. For a sample label of the bait used as well as a guide to the proper use of bait stations which is to be complied by, please refer to Appendix K (of the Supplier's proposal)

The Supplier shall also supply a written report to the appropriate City of Vancouver contact(s), indicating location, date of installation and removal of any traps or bait boxes.

*Environmental Pest Control Products Used*

1/4" galvanized screen

HEPA vacuum

Snap traps

*Conventional Treatment (Product Used)*

Rodenticide Bait

CoV Initial: 

Care Pest Initial:



moths, effectively eliminating any chance of reproduction. This trap process takes two to three weeks before results are noticed.

In the event there is still activity after several weeks, then elevate the treatment to a low toxicity pesticide treatment. The Supplier will treat along baseboards (especially behind kitchen appliances) and all cracks and crevices in kitchen and pantry cupboards using 0.5% permethrin.

*Environmental Pest Control Products Used*

HEPA Vacuum  
Silicone (Caulking) Compound  
Pheromone Traps

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Rat Baiting / Trapping

*Inspection*

Harbourage and feeding areas would be sought after. These areas include around compost bins, woodpiles, exterior clutter, sheds, attics and crawlspaces. Rub and gnaw marks would indicate an activity area. The use of black lights indicate runways as they would pick up phosphorous from urine deposits.

*Treatment Procedure(s)*

Snap traps would be set for the elimination of rats within a structure. The traps will be placed in inaccessible areas or inside a tamper resistant bait station to avoid someone accidentally getting their fingers or feet caught in the trap. All locations of traps will be marked in the Supplier's logbook. Screening of obvious points of entry will be sealed using 1/4"

galvanized hardware cloth, but only after the problem has been rectified. Weekly monitoring of the traps will be performed, until the problem is resolved. Any fecal matter that needs to be cleaned up would be done by disinfecting the matter first, then vacuuming using a HEPA filter.

Assuming the building is properly sealed from rats, in the event there is an exterior rat problem, the Supplier will use rodenticides in anchored, tamper-resistant bait stations around the perimeter of the complex, ensuring they are placed in areas inconspicuous from people and pets. A written report to the appropriate City of Vancouver contact(s), indicating location, date of installation and removal of any bait Boxes shall be provided. All bait and bait stations would be used in accordance to the label and federal regulations. For a sample label of the bait used as well as a guide to the proper use of bait stations which the Supplier will comply by, please refer to Appendix K (In Supplier's submission).

*Environmental Pest Control Products Used*

HEPA Vacuum  
Snap Traps

*Conventional Treatment (Product Used)*

Rodenticide Bait

CoV Initial:

Care Pest Initial:

*Environmental Pest Control Products Used*

Diatomaceous Earth

*Conventional Treatment (Product Used)*

Propetamphos (a.k.a. "Catalyst")

Spiders

*Inspection*

Visual sightings both inside and outside, as well as inspections around the interior and exterior window and doorframes, foundation perimeters and baseboards are the likely areas where spiders are found.

*Treatment Procedure(s)*

Removal of webs and spiders using a vacuum will be done first. If more of a preventative measure is required, a residual treatment using 0.5% permethrin along the interior baseboards, window and door frames and wherever webs are found is applied. Outside, a residual treatment using 0.5% permethrin along the exterior foundation area, any shrubs up against the side of the structure, lower level downspouts, soffits, lights, window and door frames will be applied. In the event they are in a common area, all proper postings and notifications will be given. If the outside of the structure is vinyl sided, permethrin will not be used as it will stain, so "Prelude" shall be used instead (MSDS available upon request).

*Environmental Pest Control Products Used*

HEPA Vacuum

*Conventional Treatment (Products Used)*

Permethrin (a.k.a. "Dragnet")

"Prelude"

Stored Product Pests

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include under kitchen and bathroom sinks, pantry closets and storage areas. These monitoring devices would be checked within three to seven days after placement, to give a better idea of the population and activity levels throughout the affected areas. Once our data is retrieved, we can then make an assessment as to where the problematic areas are, and provide a treatment solution.

*Treatment Procedure(s)*

It is imperative to determine what type of stored product pest we are dealing with, which our inspection will identify. Once identified, the Supplier shall then make the appropriate recommendations to the tenant(s). The motto is, "if in doubt, throw it out!". Any nonperishable food stored in kitchen and pantry cupboards is susceptible. Once this procedure is done, the next step is to thoroughly clean all the kitchen and pantry cupboards. Using a vacuum cleaner is recommended, so as not to push any more organic matter into the cracks and crevices in the cupboards, as these cracks act as feeding troughs to stored product pests (as well as cockroaches!).

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Wildlife – Bats

*Inspection*

If there is a high population of bats, the guano on walls will indicate where the point of entry is. If there is a small population, the customer may know where the point of entry is, or the Supplier would have to inspect the building at dusk to observe where the point of entry is. It is important to note that bats are protected and cannot be killed, therefore, we can only perform work between September to March, otherwise the young will be trapped and eventually die.

*Treatment Procedure(s)*

Assuming the treatment period is between September to March, the Supplier can treat as the bats have migrated South, so they will not be in the structure. Screening can be done during the day (assuming they have left, otherwise, screen at night in the event they are still around). Once all possible points of entry are determined, screening would be done using 1/4" gauge screen.

If bats are evident between April to August, a supervisor would go out to the site to evaluate if the job can be done, assuming a special permit from the Federal government can be obtained to proceed with the treatment. Supplier would then "viricide" (MSDS

available upon request) the problem areas after the bats are gone.

*Environmental / Conventional Pest Control Products Used*

Viricide

Screen

Galvanized Fasteners

Wildlife – Birds

*Inspection*

There are several species of birds found throughout the Lower Mainland, usually consisting of crows, gulls, pigeons, sparrows, starlings and woodpeckers. Inspection includes determining the point of entry, roosting or nesting sites (many times visible). Points of entry can be found by the tenant or building site designate pointing it out or from the accumulation of droppings in a particular area. Usually a ladder or a set of binoculars is used in assessing the extent of a bird problem.

*Treatment Procedure(s)*

Depending on the species (as some are protected, whereas others are not), it usually includes nest removal. The caveat is that if the birds are protected, the removal may have to wait until it is legal to do so (eg. Gulls). Once the nest is removed and the area is professionally cleaned, exclusion devices such as "Bird Spike", "Piano Wire", Polyethylene "Netting", "Shock Strip" or "1/4" gauge screen will be installed. In some cases where exclusion is not an option due to the size or the feasibility of the procedure (eg. Rooftops), a trapping program can also be implemented. Here, the Supplier would

start off with a "pre-baiting" program for several weeks, and then install our live traps once the target bird is conditioned in eating our bait. These traps would be checked on a frequent basis and humanely removed. This would be a "low-key" approach as we do

CoV Initial: 

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points of entry. Then schedule to go back in approximately one week to remove the door and screen off the original point of entry, assuming there are no young and all adults have left the attic. If there are young (i.e. usually between March to May), we would physically remove the litter and the mother, humanely relocate the family according to the BC Wildlife Act, and then screen off the opening.

*Environmental / Conventional Pest Control Products Used*

"One-way door"

1/4" galvanized screen

Wildlife – Rat Screening

*Inspection*

The Supplier must identify the points of entry, as well as identify potential points of entry. These

areas can be as small as 1/2" in width or height, and are sealed from the outside.

*Treatment Procedure(s)*

Screening with 1/4" galvanized screen and/or steel wool

*Environmental / Conventional Pest Control Products Used*

1/4" galvanized screen

Steel wool

Wildlife – Skunks

*Inspection*

Usually skunks are found at ground level of a building, especially under front stairs, under a foundation or a shed. The point of entry is easily identifiable as we look for a runway leading under the structure, which is at least fifteen centimeters in width.

*Treatment Procedure(s)*

The Supplier shall install a "one-way door" and screen off (with 1/4" gauge screen) all other potential

points of entry. Trenching of the perimeter and a "curtain wall" is necessary for control.

We would then schedule to go back in approximately one week to remove the door and screen of the original point of entry, assuming there are no young and all adults have left the den. If there are young (usually between April and June), we would humanely remove the family and then seal up the opening with 1/4" galvanized screen.

*Environmental / Conventional Pest Control Products Used*

1/4" galvanized screen

"one-way door"

Wildlife – Squirrels

*Inspection*

Identification of the point of entry must be found. Most times, the occupant or the building site designate will be aware of where this is. If not, we are trained to find the point of entry via rub or gnaw marks, or visual sighting (usually these are found in soffits or roof junctions).

*Treatment Procedure(s)*

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Care Pest will utilize "PestPac" web-based scheduling software to electronically track all client information, upcoming and past service requests. Care Pest will access PestPac anytime from any computer for scheduling, updating or moving any service order as per the request.

City of Vancouver Hours of Operation

Care Pest will offer '7 days' service, with the phone lines active as follows:

Monday – Friday 7:00am – 5:30pm

Saturday – Sunday 10:00am – 4:00pm

Should the City of Vancouver need to contact Care Pest outside these hours for Emergency services (reactive) questions or gathering location information, there will be multiple ways to do so, including:

- Calling our main office line (604.432.9422) and leaving a message for the appropriate management contact which is retrieved on mobile device and responded to within two hours with appropriate plan of action
- Contacting an after-hours emergency cellular phone :
- Peter Steinfort 604.219.1857
- Karlissa Hughes 604.880.8372
- James Doiron 604.968.7480
- Emailing member of staff for next weekday response (if not priority request)
- Emailing Care Pest Management staff for expedited same day response (peter@carepest.com)
- Emailing our general info email found on the website (info@carepest.com)

which is directed straight to the General Manager for assistance within 4 hours

Once contact has been made by any of the means listed above, and an action plan is decided between the City of Vancouver and our experienced staff, an appropriate, mutually agreed service date/time will be decided and the service will be scheduled accordingly.

Care Pest service staff are currently available Monday through Saturday (7:00am – 6:00pm). Should an after-hours situation arise where service is requested outside these service hours, we will make arrangements to accommodate.

Care Pest will establish scheduling parameters requested by the City for monthly inspections which are typically on a recurring day in the month that works best for the City of Vancouver location staff (for example – we can service City Hall on the 3<sup>rd</sup> Friday of each month between 9:00am and 3:00pm). These parameters appear both on the service call for the office to see and abide by, and to the service technician so they may plan their day according to the location areas to be serviced. Should a service need to be moved, Care Pest will find another suitable, knowledgeable and qualified pest control technician to service or if absolutely necessary, contact the City of Vancouver staff member to agree upon an alternate service time.

Changes or adjustments to the schedule are also uploaded immediately to our technician's handheld device for real-time updates. Using this technology reduces the

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SCHEDULE B -  
PRICES FOR SUPPLY

All prices quoted are exclusive of applicable taxes but inclusive of all other costs.

Prices are in Canadian currency.

Prices are fixed during the full term of the Supplier's Agreement.

Notwithstanding any other provision hereof, if the Supplier is, at any time during the term of effectiveness of this Agreement, party to a contract with another customer pursuant to which the Supplier charges effective prices lower than the prices charged to the City for reasonably comparable services, the above-listed prices shall be adjusted, retroactively to the date of effectiveness of such other contract, so that the prices charged hereunder are at least as low as the effective prices charged pursuant to such other contract.

SITE PRICING FOR PREVENTATIVE MAINTENANCE


Service Location	Addresses	Service Package Group (see Service Package Group Matrix following this table)	Services Currently Scheduled (if applicable or available)	Care Pest Site Pricing (pricing is per visit)
<b>Part A - REAL ESTATE &amp; FACILITIES SITES</b>				
<b>Part A.1 - Fixed Address Buildings</b>				
Alexander Residence	58 Alexander	E		\$ 25.00
Antoinette Lodge Building C610	535 East Cordova	E		\$ 25.00
Central Residence	42 East Cordova	E		\$ 25.00
Evelyne Saller Center Building D837	320 Alexander	E		\$ 25.00
Granville Residence	1261 Granville	E		\$ 25.00
New Continental Residence Building B041	1067 Seymour	E		\$ 45.00
Oppenheimer Lodge Building C612	450 East Cordova	E		\$ 25.00
The Gresham Building D900	716 Smithe	E		\$ 25.00
Roddan Lodge Building C254	124 Dunlevy	E		\$ 45.00

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Manitoba Yard	249 West 70 Avenue	E	3 <sup>rd</sup> Friday	\$ 75.00	
Man Yard Administration Building	250 West 70 Avenue	E		\$ 25.00	
Manioba Yard Equipment Branch	250 West 70 Avenue	D	1 <sup>st</sup> & 3 <sup>rd</sup> Fridays	\$ 75.00	
Vernon Silt Recovery Site	Vernon and 1st Avenue	D	1st Wednesday & 3rd Tuesday	\$ 45.00	
Abandoned Auto Lot	1150 Kent S.E. (AV Yard)	E		\$ 25.00	
Busters Industrial Yard	425 Industrial Avenue	E	2nd Tuesday	\$ 25.00	
<b>Part A.4 - FIRE HALL SITES - Buildings and Exterior</b>					
Fire Hall # 1	900 Heatley Ave	E		\$ 25.00	
Fire Hall # 2	199 Main St	E		\$ 25.00	
Fire Hall # 5	3090 E 54th Ave	E		\$ 25.00	
Fire Hall # 6	1001 Nicola St	E		\$ 25.00	
Fire Hall # 7	1090 Haro St	E		\$ 25.00	
Fire Hall # 8	895 Hamilton St	E		\$ 25.00	
Fire Hall # 9	1805 Victoria Dr	E		\$ 25.00	
Fire Hall # 12	2460 Balaciva St	E		\$ 25.00	
Fire Hall # 13	790 E 24th Ave	E		\$ 25.00	
Fire Hall # 15	3003 E 22nd Ave	F		\$ 25.00	
Fire Hall # 17	7070 Knight St	F		\$ 25.00	
Fire Hall # 18	1375 W 38th Ave	F		\$ 25.00	
Fire Hall # 19	4396 W 12th Ave	REACTIVE		\$ 45.00	
Fire Hall # 20	5420 Victoria Dr	E		\$ 25.00	
Fire Hall # 21	5425 Carnavon St	E		\$ 25.00	
Fire Hall # 22	1005 W 59th Ave	E		\$ 25.00	
				<b>Part A Total</b>	\$ 2,245.00
<b>Part B - BOARD OF PARKS SITES</b>					
<b>Part B.1 - PARKS BOARD SITES - RECREATION FACILITIES</b>					
Administration Building	2099 Beach Avenue	F		\$ 25.00	
Brittania Community Centre, Arena and Pool	1661 Napier St	F		\$ 45.00	
Burrard Marina	1655 Whyte Avenue	F		\$ 25.00	
Champlain Heights Community Centre	3350 Maquinna Dr	F		\$ 25.00	
Coal Harbour Community Centre	480 Broughton St	F		\$ 25.00	
Creekside Community Centre	1 Athletes Way	F		\$ 25.00	
Douglas Park Community Centre	801 West 22nd Avenue	F		\$ 25.00	
Dunbar Community Centre	4747 Dunbar Street	F		\$ 25.00	

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Trout Lake Concession	2105 E 19th Ave	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Kitsilano Pool Concession	2305 Cornwall Ave	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Locarno Beach Concession	4445 NW Marine Drive	F	APRIL-SEPTEMBER ONLY	\$ 25.00
New Brighton Park Concession	3201 New Brighton Rd	F	APRIL-SEPTEMBER ONLY	\$ 25.00
WestBank Concession	4875 NW Marine Dr	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Sunset Beach Concession	1204 Beach Avenue	F	APRIL-SEPTEMBER ONLY	\$ 25.00
<b>Part B.3 - PARKS BOARD SITES - SENSITIVE PLANT AND ANIMAL EXHIBIT AREAS</b>				
Bloedel Conservatory, Queen Elizabeth Park	4800 Cambie Street	D		\$ 65.00
VanDusen Botanical Garden incl. Service Yard, Visitor Centre, Shaughnessy Restaurant and Truffles Cafe	5251 Oak Street	D		\$ 45.00
Children's Farmyard incl. Railway, A-Frame, Kangaroo & Zoo Bldgs. & Zoo Hospital	Stanley Park	D		\$ 25.00
Stanley Park Nature House (buildings below Bus Loop at Lost Lagoon)	Stanley Park	D		\$ 25.00
Children's Farmyard Concession	Stanley Park	D		\$ 25.00
Sunset Nursery Greenhouses	290 East 51st Avenue	E		\$ 45.00
<b>Part B.4 - PARKS BOARD SITES - YARDS - Buildings and Exterior</b>				
Evans Service Yard	955 Evans Avenue	D		\$ 45.00
Langara Golf Course Service Yard	6706 Alberta Street	F		\$ 45.00
McCleery Golf Course Service Yard	7188 MacDonald Street	F		\$ 45.00
Sunset Service Yard	290 East 51st Avenue	F		\$ 45.00
Jericho Service Yard	1451 Discovery	F		\$ 45.00
<b>Part B.5 - PARKS BOARD SITES - OPEN AREAS</b>				
English Bay - Rockery and Planters, rock groyne below Admin. Building	1700 Beach Avenue	E		\$ 25.00
Dr. Sun Yat-Sen Garden	578 Carrall Street	E		\$ 25.00
Thorton Park	1166 Main St	E		\$ 25.00
Memorial South Park Ponds .	41st Ave. & Prince Albert St	E		\$ 25.00
Portside Park - Ponds and Beach area Main St Overpass		E		\$ 25.00

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GEORGE WAINBORN PARK	RICHARDS & BEACH CRESCENT	E	\$ 25.00
STANLEY PARK PITCH & PUTT	STANLEY PARK DR	D	\$ 25.00
EMERY BARNES PARK	1100 SEYMOUR ST	E	\$ 25.00
SUNSET BEACH (PLANTERS)	1204 BEACH AVE	E	\$ 25.00
BARCLAY MANOR	1447 BARCLAY ST	E	\$ 25.00
SCIENCE WORLD	1455 QUEBEC ST	E	\$ 125.00
VANCOUVER BOARD OF PARKS	1500 EAST 14TH AVE	E	\$ 25.00
RUPERT PARK	3402 CHARLES ST	E	\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E	\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E	\$ 25.00
PERCY NORMAN POOL	50 E 30 AVE	E	\$ 25.00
RILEY PARK ARENA	50 E 30 AVE	E	\$ 25.00
RILEY PARK COMMUNITY CENTER	50 E 30 AVE	D	\$ 25.00
TRUFFLES RESTAURANT AT THE VAN DUSEN GARDENS	5151 OAK STREET	E	\$ 45.00
VANDUSEN VISITOR CENTRE	5251 OAK STREET	D	\$ 25.00
KERRISDALE POOL	5851 W BOULEVARD	E	\$ 45.00
SUNSET COMMUNITY CENTER	6810 MAIN ST	E	\$ 45.00
MOBERLY CULTURAL ARTS CNTR	7646 PRINCE ALBERT ST	E	\$ 25.00
FRASERVIEW GOLF COURSE - DRIVING RANGE & CART SHED	7800 VIVIAN DRIVE	D	\$ 25.00
DOUGLAS PARK COMMUNITY CENTER	801 W 22ND AVE	E	\$ 45.00
			<b>Part B Total</b>
			\$ 3,255.00
		<b>TOTAL PART A &amp; B</b>	\$ 5,500.00

SERVICE PACKAGE GROUP MATRIX

The following table identifies the services package designation shown in the above Pricing Table - column named Service Package Group. This designation indicates the targeted pest and frequency of services.

Item	Frequency of Service	Targeted Pests	Rate
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HOURLY RATES FOR PREVENTATIVE MAINTENANCE

ITEM	DESCRIPTION	HOURLY RATE
1.	Call outs during regular business hours	\$65.00
2.	Call outs after regular business hours	\$95.00

PRICE LIST FOR REACTIVE PEST CONTROL SUPPLIES THAT MAY BE REQUIRED

Pricing shown in this table are for extra supplies that may be required for emergency situations or where increased activities warrants extra baits and traps. It should be noted that site pricing for preventative include all the required supplies.

Brand Name	Product	Comments	Price (\$)
Bell - Evo	Exterior Bait Station	Tier 1 Bait Stations that would be anchored and locked, used to store rodenticide bait.	27.95 per station
Fly Light Junior	Insect Light Trap	Used to catch flying	187.50 per light

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SCHEDULE A -  
SCOPE OF GOODS AND SERVICES

**A) Requirement A - Preventative Services**

*Purpose*

An Integrated Pest Management (IPM) approach will cover all of the City's facilities as identified in Schedule B – Prices for Supply on an ongoing pest maintenance program. The purpose of the regular pest maintenance visits is to keep the pest concerns to an ultimate minimum by providing multiple lines of defense, which primarily rely on monitoring devices in and around the affected buildings and sites.

*Coverage*

Coverage at each of the sites would include pest control maintenance for the most common structural pests, including but not limited to rats, mice, cockroaches, silverfish, store product pests and non-wood boring ants.

*Frequency of Service*

Services are to be provided as defined in Schedule B – Prices for Supply. The City's ongoing maintenance schedules would be serviced at a time and/or day that cater to their facility's needs, on either a monthly, bi-monthly or seasonal basis.

*Maintenance Visits*


Upon each service, Supplier will perform inspections and/or treatments for the services listed below.

i) Inspections

At each of the sites, the Supplier will be meeting with the site designate to check in, get updated reports from the site's logbook (where necessary) and treat as necessary. However, one of the major duties at each visit will be inspections and reporting. These inspections will be in all of the common areas, and the Supplier will look for any potential or existing pest problems that may be evident in the facilities. Site inspections also provide suggestions regarding potential entry points of rodents and even wildlife, to ensure the activity of these pests do not interfere with the public's well-being. Inspections are to provide a preventative approach to the pest management program.

ii) Treatments

Once on site for on call or ongoing maintenance visits and after thorough inspections have taken place, the Supplier will propose to treat in the least invasive, yet highly effective manner possible. Treatment is to be in a way that is safest to all

CoV Initial: 

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disruption to the building's occupants. See Appendix I (of the Supplier submission) for a sample "Notice of Pesticide Use" sign that would be posted at a City of Vancouver location.

*Pest Maintenance Summary*

The Supplier's proposed pest maintenance program will provide the City and its respective sites, site designates and everyone that uses these facilities, residences and sites with the most extensive coverage using sustainable and proactive inspection / treatment techniques, while balancing that coverage with value and practicality.

**B) Requirement B - Reactive Services**

This section explains, in detail, the pests and wildlife we are able to control, as well as the treatment methods used, the frequency of visits needed to control / eradicate the problem pest as well as warranties.

All methods and procedures shall be in accordance with the Integrated Pest Management (IPM) Act. The Act enforces the lesser use of pesticides by implementing Integrated Pest Management (IPM) procedures to eliminate or control existing pest problems. These signs indicate that a pesticide treatment is taking place, and also include the name of the company applying the product, the date of the treatment, the product used and contact numbers for further information.

The overall idea behind the Act is to reduce the overall use of pesticides in structures and grounds, as well as bring awareness to the public on what product is being applied should a pesticide need to be used to solve a pest problem. All of the treatments for any pest incorporate IPM practices, including monitoring, promoting improved sanitation, structural modification recommendations / renovations, education to tenants, building contacts / site designates, mechanical, biological and the use of low-toxicity pesticides (in the event the non-pesticide alternatives do not provide suitable pest threshold limits deemed satisfactory by the tenants and/or building contact(s)).

All pesticide products will be used in accordance to the label. Also, any waste encountered on the job site shall be discarded with respect to the pesticide label, the IPM Act, WCB guidelines and federal, provincial and municipal regulations / bylaws. Illustration of control plans for each of the pests that are expected to be encountered is shown below:


Ants – Carpenter

*Inspection*

The Supplier will look for any potential nesting sites and see if it is possible to eliminate / replace these sources (for example, tree stumps, rotten fence posts, siding, beams, etc.). We will recommend any shrubs that are right up against the side of the structure to be trimmed back at least two feet, or be removed completely.

*Treatment Procedures*

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CoV Initials: 

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*Inspection*

These ants are found in rotting wood; wood in contact with soil or under slab. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, the Supplier

will first use a low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is a food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, 0.5% permethrin formulation shall be used for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice treatment along the perimeter of the building, where the foundation meets the soil, as well as all cracks in concrete surrounding the problem area(s). All applications will be done using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental / Conventional Pest Control Products Used*

Insecticide Bait (a.k.a. "Drax", "Avert", "Maxforce" and "Safers")

**Ants – Pavement**

*Inspection*

These ants are typically found in soil, mostly underneath slab and concrete. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, the Supplier


will first use low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, we would use a 0.5% permethrin formulation for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice

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a habit of invading neighbouring suites / rooms. They are also excellent at hiding in the smallest of openings, making detection extremely difficult. The use of scent detection dogs as a form of bedbug inspections shall be incorporated. The Supplier's K9 teams shall be professionally accredited and undergo daily training to keep up with their inspection techniques.

II) Treatments

i) Environmentally Friendly Techniques

The Supplier will incorporate the use of a dry steamer and a HEPA vacuum in the bedbug treatments. The key to success is thoroughness. The Supplier will go through all of the materials within a room, turning over upholstered cushions, mattresses, box springs and going through dresser drawers, closets, containers and anywhere else where bed bugs hide. The Supplier will also clean along baseboard areas, especially where the carpet or floor meets the wall.

ii) Environmental Pest Control Products

Bed bug encasements that envelope the box spring and Mattresses shall be used. Also, all clothing and bed sheets must be washed in warm or hot

water and then heat dried to kill off any bed bugs that may be present. The Supplier also

recommend the use of bed bug monitors and "climb ups" that allow continual monitoring of bed bug activity. An example of where these would be useful would be in the firehalls, where there are beds and lockers full of personal belongings that could potentially become bedbug infested.

iii) Alternate Techniques

In the event the environmental techniques are not delivering results, the Supplier will elevate the service to include a low-toxicity pesticide treatment. The Supplier would proceed to treat with 0.5% permethrin along all baseboards and everywhere else bedbugs are found (as mentioned earlier). For mattresses, box springs and upholstered furniture, we will use a non-residual product called "pyrethrins" so as to eliminate any chance of exposure to the pesticide.

Carpet Beetles

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include pantry and clothes closets and clothes storage areas (such as dressers, armoires and clothes trunks).

These monitoring devices would be checked within three to seven days after placement, to give us a better idea of the population and activity levels throughout the affected areas.

Once the data is retrieved, the Supplier will then make an assessment as to where the problematic areas are, and provide a treatment solution. Any suites / rooms that have a

CoV Initial: 

Care Pest Initial:

In other cases, your buildings may have a dead bird, squirrel or rodent exposed on a lawn or tenant's patio / balcony. Once the Supplier is notified, they shall come out and properly dispose of the carcass. All waste will be discarded with respect to the IPM Act, WCB guidelines and federal, provincial and municipal regulations / bylaws. Carcasses will not be disposed of on the building or work site.

#### Environmental Cleanup

This is a service that can be provide, in the event they want an attic, wall void or crawlspace professionally cleaned up of all rodent droppings. The cleanup is done by first applying a Viricide treatment to the affected area(s), which contains any pathogens that might get dispersed upon removal of the droppings, waste or insulation. Once the viricide has been applied, The Supplier will then proceed to remove all waste material (our technicians are protected with Tyvec suits, eye goggles and gloves). The room or area being worked in is enveloped with plastic to prevent cross contamination. The waste material is properly discarded with respect to WCB guidelines and federal, provincial and municipal regulations / bylaws. The Supplier will then use a HEPA Vacuum and remove any remaining waste matter that might not have been picked up on the initial removal. Once completed, the area is reinsulated and screen off any points of entry that mice or rats can potentially get into using 1/4" galvanized screen. This will help keep the cleaned area free of any future rodent infestations and their waste matter.

#### Fleas

##### *Inspection*

Fleas are an ectoparasitic pest that feed on pets as well as people. Fleas are typically found around pet's bedding areas, as well as where people sit or sleep. To determine if there are fleas present in suite, visual sightings are the ideal way to ensure that they are in fact fleas, and not another pest like bedbugs.

##### *Treatment Procedure(s)*

The initial treatment would involve a vacuuming. If thorough vacuuming (using HEPA filters) or steam cleaning does not work, the Supplier will proceed to install flea traps (such as our light traps) in all problem areas. These will be placed away from tenants or pets, but still accessible to fleas.

If these are not enough, a pesticide treatment using 0.5% permethrin and an insect growth regulator called "Precor" (Material Safety Data Sheets available upon request) will be used. Application involves spot treatments throughout the problem area(s) using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

##### *Environmental Pest Control Products Used*

Light Traps

HEPA Vacuum

Carpet Shampooer / Steamer

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Inspection

In cases where a tenant or site designate finds a "bug" or sample of something, and they're not sure what it is, to the Supplier will come out and provide a "bug i.d.". If the sample cannot be identified on the spot, the Supplier will utilize their lab and technical library to help identify any "bugs" that might be found that cannot be immediately identified on site. The Supplier's reference materials and electronic microscopes will be used o fully identify any pests that the City of Vancouver's buildings might get, help formulate a strategic pest treatment programs to eliminate or control a problem. Once identified, depending on the pest, the Supplier may want to further inspect neighbouring suites / rooms beside, above and below the problem unit, so as to contain the situation. Once our inspection is complete, a treatment plan will be formulated.

Mice Baiting / Trapping

*Inspection*

Harborage and feeding areas would be sought after. These areas include around compost bins, woodpiles, exterior clutter, sheds, attics and crawlspaces. Rub and gnaw marks would indicate an activity area. The use of black lights indicate runways as they would pick up phosphorous from urine deposits. Any suites / rooms that have a problem, would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

A thorough inspection shall be made of the premises to see why they might be in a particular area. From here, elimination of food sources / clean up of organic matter will be instructed to the tenant(s). If there are active entry points, screening may be installed using ¼" galvanized hardware cloth, provided it won't trap the mice inside the premises. Traps will then be used, and checked on a weekly basis thereafter, until the problem is resolved. Any fecal matter that needs to be cleaned up would be done by disinfecting the matter first, then vacuuming using a HEPA filter.

Should traps not work, the Supplier will then escalate the service to involve the use of rodenticides, which will be placed in areas safe from small children and pets. The bait will also be in tamper-resistant bait stations, offering further protection. All bait and bait stations will be used in accordance to the label and federal regulations. For a sample label of the bait used as well as a guide to the proper use of bait stations which is to be complied by, please refer to Appendix K (of the Supplier's proposal) The Supplier shall also supply a written report to the appropriate City of Vancouver contact(s),

indicating location, date of installation and removal of any traps or bait boxes.

*Environmental Pest Control Products Used*

¼" galvanized screen

HEPA vacuum

Snap traps

*Conventional Treatment (Product Used)*

Rodenticide Bait

CoV Initial: 

Care Pest Initial:



moths, effectively eliminating any chance of reproduction. This trap process takes two to three weeks before results are noticed.

In the event there is still activity after several weeks, then elevate the treatment to a low toxicity pesticide treatment. The Supplier will treat along baseboards (especially behind kitchen appliances) and all cracks and crevices in kitchen and pantry cupboards using 0.5% permethrin.

*Environmental Pest Control Products Used*

HEPA Vacuum

Silicone (Caulking) Compound

Pheromone Traps

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Rat Baiting / Trapping

*Inspection*

Harbourage and feeding areas would be sought after. These areas include around compost bins, woodpiles, exterior clutter, sheds, attics and crawlspaces. Rub and gnaw marks would indicate an activity area. The use of black lights indicate runways as they would pick up phosphorous from urine deposits.

*Treatment Procedure(s)*

Snap traps would be set for the elimination of rats within a structure. The traps will be placed in inaccessible areas or inside a tamper resistant bait station to avoid someone accidentally getting their fingers or feet caught in the trap. All locations of traps will be marked in the Supplier's logbook. Screening of obvious points of entry will be sealed using 1/4"

galvanized hardware cloth, but only after the problem has been rectified. Weekly monitoring of the traps will be performed, until the problem is resolved. Any fecal matter that needs to be cleaned up would be done by disinfecting the matter first, then vacuuming using a HEPA filter.

Assuming the building is properly sealed from rats, in the event there is an exterior rat problem, the Supplier will use rodenticides in anchored, tamper-resistant bait stations around the perimeter of the complex, ensuring they are placed in areas inconspicuous from people and pets. A written report to the appropriate City of Vancouver contact(s), indicating location, date of installation and removal of any bait Boxes shall be provided. All bait and bait stations would be used in accordance to the label and federal regulations. For a sample label of the bait used as well as a guide to the proper use of bait stations which the Supplier will comply by, please refer to Appendix K (in Supplier's submission).

*Environmental Pest Control Products Used*

HEPA Vacuum

Snap Traps

*Conventional Treatment (Product Used)*

Rodenticide Bait

CoV Initial: 

Care Pest Initial:

*Environmental Pest Control Products Used*

Diatomaceous Earth

*Conventional Treatment (Product Used)*

Propetamphos (a.k.a. "Catalyst")

Spiders

*Inspection*

Visual sightings both inside and outside, as well as inspections around the interior and exterior window and doorframes, foundation perimeters and baseboards are the likely areas where spiders are found.

*Treatment Procedure(s)*

Removal of webs and spiders using a vacuum will be done first. If more of a preventative measure is required, a residual treatment using 0.5% permethrin along the interior baseboards, window and door frames and wherever webs are found is applied. Outside, a residual treatment using 0.5% permethrin along the exterior foundation area, any shrubs up against the side of the structure, lower level downspouts, soffits, lights, window and door frames will be applied. In the event they are in a common area, all proper postings and notifications will be given. If the outside of the structure is vinyl sided, permethrin will not be used as it will stain, so "Prelude" shall be used instead (MSDS available upon request).

*Environmental Pest Control Products Used*

HEPA Vacuum

*Conventional Treatment (Products Used)*

Permethrin (a.k.a. "Dragnet")

"Prelude"

Stored Product Pests

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include under kitchen and bathroom sinks, pantry closets and storage areas. These monitoring devices would be checked within three to seven days after placement, to give a better idea of the population and activity levels throughout the affected areas. Once our data is retrieved, we can then make an assessment as to where the problematic areas are, and provide a treatment solution.

*Treatment Procedure(s)*

It is imperative to determine what type of stored product pest we are dealing with, which our inspection will identify. Once identified, the Supplier shall then make the appropriate recommendations to the tenant(s). The motto is, "if in doubt, throw it out!". Any nonperishable food stored in kitchen and pantry cupboards is susceptible. Once this procedure is done, the next step is to thoroughly clean all the kitchen and pantry cupboards. Using a vacuum cleaner is recommended, so as not to push any more organic matter into the cracks and crevices in the cupboards, as these cracks act as feeding troughs to stored product pests (as well as cockroaches!).

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Wildlife – Bats

*Inspection*

If there is a high population of bats, the guano on walls will indicate where the point of entry is. If there is a small population, the customer may know where the point of entry is, or the Supplier would have to inspect the building at dusk to observe where the point of entry is. It is important to note that bats are protected and cannot be killed, therefore, we can only perform work between September to March, otherwise the young will be trapped and eventually die.

*Treatment Procedure(s)*

Assuming the treatment period is between September to March, the Supplier can treat as the bats have migrated South, so they will not be in the structure. Screening can be done during the day (assuming they have left, otherwise, screen at night in the event they are still around). Once all possible points of entry are determined, screening would be done using 1/4" gauge screen.

If bats are evident between April to August, a supervisor would go out to the site to evaluate if the job can be done, assuming a special permits from the Federal government can be obtained to proceed with the treatment. Supplier would then "viricide" (MSDS

available upon request) the problem areas after the bats are gone.

*Environmental / Conventional Pest Control Products Used*

Viricide

Screen

Galvanized Fasteners

Wildlife – Birds

*Inspection*

There are several species of birds found throughout the Lower Mainland, usually consisting of crows, gulls, pigeons, sparrows, starlings and woodpeckers. Inspection includes determining the point of entry, roosting or nesting sites (many times visible). Points of entry can be found by the tenant or building site designate pointing it out or from the accumulation of droppings in a particular area. Usually a ladder or a set of binoculars is used in assessing the extent of a bird problem.

*Treatment Procedure(s)*

Depending on the species (as some are protected, whereas others are not), it usually includes nest removal. The caveat is that if the birds are protected, the removal may have to wait until it is legal to do so (eg. Gulls). Once the nest is removed and the area is professionally cleaned, exclusion devices such as "Bird Spike", "Piano Wire", Polyethylene "Netting", "Shock Strip" or "1/4" gauge screen will be installed

In some cases where exclusion is not an option due to the size or the feasibility of the procedure (eg. Rooftops), a trapping program can also be implemented. Here, the Supplier would

start off with a "pre-baiting" program for several weeks, and then install our live traps once the target bird is conditioned in eating our bait. These traps would be checked on a frequent basis and humanely removed. This would be a "low-key" approach as we do

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points of entry. Then schedule to go back in approximately one week to remove the door and screen off the original point of entry, assuming there are no young and all adults have left the attic. If there are young (i.e. usually between March to May), we would physically remove the litter and the mother, humanely relocate the family according to the BC Wildlife Act, and then screen off the opening.

*Environmental / Conventional Pest Control Products Used*

"One-way door"  
1/4" galvanized screen

Wildlife – Rat Screening

*Inspection*

The Supplier must identify the points of entry, as well as identify potential points of entry. These areas can be as small as 1/2" in width or height, and are sealed from the outside.

*Treatment Procedure(s)*

Screening with 1/4" galvanized screen and/or steel wool

*Environmental / Conventional Pest Control Products Used*

1/4" galvanized screen  
Steel wool

Wildlife – Skunks

*Inspection*

Usually skunks are found at ground level of a building, especially under front stairs, under a foundation or a shed. The point of entry is easily identifiable as we look for a runway leading under the structure, which is at least fifteen centimeters in width.

*Treatment Procedure(s)*

The Supplier shall install a "one-way door" and screen off (with 1/4" gauge screen) all other potential points of entry. Trenching of the perimeter and a "curtain wall" is necessary for control. We would then schedule to go back in approximately one week to remove the door and screen of the original point of entry, assuming there are no young and all adults have left the den. If there are young (usually between April and June), we would humanely remove the family and then seal up the opening with 1/4" galvanized screen.

*Environmental / Conventional Pest Control Products Used*

1/4" galvanized screen  
"one-way door"

Wildlife – Squirrels

*Inspection*

Identification of the point of entry must be found. Most times, the occupant or the building site designate will be aware of where this is. If not, we are trained to find the point of entry via rub or gnaw marks, or visual sighting (usually these are found in soffits or roof junctions).

*Treatment Procedure(s)*

CoV Initial: 

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Care Pest will utilize "PestPac" web-based scheduling software to electronically track all client information, upcoming and past service requests. Care Pest will access PestPac anytime from any computer for scheduling, updating or moving any service order as per the request.

City of Vancouver Hours of Operation

Care Pest will offer '7 days' service, with the phone lines active as follows:

Monday – Friday 7:00am – 5:30pm

Saturday – Sunday 10:00am – 4:00pm

Should the City of Vancouver need to contact Care Pest outside these hours for Emergency services (reactive) questions or gathering location information, there will be multiple ways to do so, including:

- Calling our main office line (604.432.9422) and leaving a message for the appropriate management contact which is retrieved on mobile device and responded to within two hours with appropriate plan of action
- Contacting an after-hours emergency cellular phone :
- Peter Steinfort 604.219.1857
- Karlissa Hughes 604.880.8372
- James Doiron 604.968.7480
- Emailing member of staff for next weekday response (if not priority request)
- Emailing Care Pest Management staff for expedited same day response (peter@carepest.com)
- Emailing our general info email found on the website (info@carepest.com)

which is directed straight to the General Manager for assistance within 4 hours

Once contact has been made by any of the means listed above, and an action plan is decided between the City of Vancouver and our experienced staff, an appropriate, mutually agreed service date/time will be decided and the service will be scheduled accordingly.

Care Pest service staff are currently available Monday through Saturday (7:00am – 6:00pm). Should an after-hours situation arise where service is requested outside these service hours, we will make arrangements to accommodate.

Care Pest will establish scheduling parameters requested by the City for monthly inspections which are typically on a recurring day in the month that works best for the City of Vancouver location staff (for example – we can service City Hall on the 3<sup>rd</sup> Friday of each month between 9:00am and 3:00pm). These parameters appear both on the service call for the office to see and abide by, and to the service technician so they may plan their day according to the location areas to be serviced. Should a service need to be moved, Care Pest will find another suitable, knowledgeable and qualified pest control technician to service or if absolutely necessary, contact the City of Vancouver staff member to agree upon an alternate service time.

Changes or adjustments to the schedule are also uploaded immediately to our technician's handheld device for real-time updates. Using this technology reduces the

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**SCHEDULE B -  
PRICES FOR SUPPLY**

All prices quoted are exclusive of applicable taxes but inclusive of all other costs.


Prices are in Canadian currency.

Prices are fixed during the full term of the Supplier's Agreement.

Notwithstanding any other provision hereof, if the Supplier is, at any time during the term of effectiveness of this Agreement, party to a contract with another customer pursuant to which the Supplier charges effective prices lower than the prices charged to the City for reasonably comparable services, the above-listed prices shall be adjusted, retroactively to the date of effectiveness of such other contract, so that the prices charged hereunder are at least as low as the effective prices charged pursuant to such other contract.

**SITE PRICING FOR PREVENTATIVE MAINTENANCE**


Service Location	Addresses	Service Package Group (see Service Package Group Matrix following this table)	Services Currently Scheduled (if applicable or available)	Care Pest Site Pricing (pricing is per visit)
<b>Part A - REAL ESTATE &amp; FACILITIES SITES</b>				
<b>Part A.1 - Fixed Address Buildings</b>				
Alexander Residence	58 Alexander	E		\$ 25.00
Antoinette Lodge Building C610	535 East Cordova	E		\$ 25.00
Central Residence	42 East Cordova	E		\$ 25.00
Evelyne Saller Center Building D837	320 Alexander	E		\$ 25.00
Granville Residence	1261 Granville	E		\$ 25.00
New Continental Residence Building B041	1067 Seymour	E		\$ 45.00
Oppenheimer Lodge Building C612	450 East Cordova	E		\$ 25.00
The Gresham Building D900	716 Smithe	E		\$ 25.00
Roddan Lodge Building C254	124 Dunlevy	E		\$ 45.00

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PS20140603 - SUPPLY AGREEMENT


Manitoba Yard	249 West 70 Avenue	E	3 <sup>rd</sup> Friday	\$ 75.00
Man Yard Administration Building	250 West 70 Avenue	E		\$ 25.00
Manioba Yard Equipment Branch	250 West 70 Avenue	D	1 <sup>st</sup> & 3 <sup>rd</sup> Fridays	\$ 75.00
Vernon Silt Recovery Site	Vernon and 1st Avenue	D	1st Wednesday & 3rd Tuesday	\$ 45.00
Abandoned Auto Lot	1150 Kent S.E. (AV Yard)	E		\$ 25.00
Busters Industrial Yard	425 Industrial Avenue	E	2nd Tuesday	\$ 25.00
<b>Part A.4 - FIRE HALL SITES - Buildings and Exterior</b>				
Fire Hall # 1	900 Heatley Ave	E		\$ 25.00
Fire Hall # 2	199 Main St	E		\$ 25.00
Fire Hall # 5	3090 E 54th Ave	E		\$ 25.00
Fire Hall # 6	1001 Nicola St	E		\$ 25.00
Fire Hall # 7	1090 Haro St	E		\$ 25.00
Fire Hall # 8	895 Hamilton St	E		\$ 25.00
Fire Hall # 9	1805 Victoria Dr	E		\$ 25.00
Fire Hall # 12	2460 Balaciva St	E		\$ 25.00
Fire Hall # 13	790 E 24th Ave	E		\$ 25.00
Fire Hall # 15	3003 E 22nd Ave	F		\$ 25.00
Fire Hall # 17	7070 Knight St	F		\$ 25.00
Fire Hall # 18	1375 W 38th Ave	F		\$ 25.00
Fire Hall # 19	4396 W 12th Ave	REACTIVE		\$ 45.00
Fire Hall # 20	5420 Victoria Dr	E		\$ 25.00
Fire Hall # 21	5425 Carnavon St	E		\$ 25.00
Fire Hall # 22	1005 W 59th Ave	E		\$ 25.00
			<b>Part A Total</b>	<b>\$ 2,245.00</b>
<b>Part B - BOARD OF PARKS SITES</b>				
<b>Part B.1 - PARKS BOARD SITES - RECREATION FACILITIES</b>				
Administration Building	2099 Beach Avenue	F		\$ 25.00
Brittania Community Centre, Arena and Pool	1661 Napier St	F		\$ 45.00
Burrard Marina	1655 Whyte Avenue	F		\$ 25.00
Champlain Heights Community Centre	3350 Maquinna Dr	F		\$ 25.00
Coal Harbour Community Centre	480 Broughton St	F		\$ 25.00
Creekside Community Centre	1 Athletes Way	F		\$ 25.00
Douglas Park Community Centre	801 West 22nd Avenue	F		\$ 25.00
Dunbar Community Centre	4747 Dunbar Street	F		\$ 25.00

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Trout Lake Concession	2105 E 19th Ave	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Kitsilano Pool Concession	2305 Cornwall Ave	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Locarno Beach Concession	4445 NW Marine Drive	F	APRIL-SEPTEMBER ONLY	\$ 25.00
New Brighton Park Concession	3201 New Brighton Rd	F	APRIL-SEPTEMBER ONLY	\$ 25.00
WestBank Concession	4875 NW Marine Dr	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Sunset Beach Concession	1204 Beach Avenue	F	APRIL-SEPTEMBER ONLY	\$ 25.00
<b>Part B.3: PARKS BOARD SITES - SENSITIVE PLANT AND ANIMAL EXHIBIT AREAS</b>				
Bloedel Conservatory, Queen Elizabeth Park	4600 Cambie Street	D		\$ 65.00
VanDusen Botanical Garden incl. Service Yard, Visitor Centre, Shaughnessy Restaurant and Truffles Cafe	5251 Oak Street	D		\$ 45.00
Children's Farmyard incl. Railway, A-Frame, Kangaroo & Zoo Bldgs. & Zoo Hospital	Stanley Park	D		\$ 25.00
Stanley Park Nature House (buildings below Bus Loop at Lost Lagoon)	Stanley Park	D		\$ 25.00
Children's Farmyard Concession	Stanley Park	D		\$ 25.00
Sunset Nursery Greenhouses	290 East 51st Avenue	E		\$ 45.00
<b>Part B.4: PARKS BOARD SITES - YARDS - Buildings and Exterior</b>				
Evans Service Yard	955 Evans Avenue	D		\$ 45.00
Langara Golf Course Service Yard	6706 Alberta Street	F		\$ 45.00
McCleery Golf Course Service Yard	7188 MacDonald Street	F		\$ 45.00
Sunset Service Yard	290 East 51st Avenue	F		\$ 45.00
Jericho Service Yard	1451 Discovery	F		\$ 45.00
<b>Part B.5: PARKS BOARD SITES - OPEN AREAS</b>				
English Bay - Rockery and Planters, rock groyne below Admin. Building	1700 Beach Avenue	E		\$ 25.00
Dr. Sun Yat-Sen Garden	578 Carrall Street	E		\$ 25.00
Thorton Park	1166 Main St	E		\$ 25.00
Memorial South Park Ponds	41st Ave. & Prince Albert St	E		\$ 25.00
Portside Park - Ponds and Beach area Main St Overpass		E		\$ 25.00

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GEORGE WAINBORN PARK	RICHARDS & BEACH CRESCENT	E		\$ 25.00
STANLEY PARK PITCH & PUTT	STANLEY PARK DR	D		\$ 25.00
EMERY BARNES PARK	1100 SEYMOUR ST	E		\$ 25.00
SUNSET BEACH (PLANTERS)	1204 BEACH AVE	E		\$ 25.00
BARCLAY MANOR	1447 BARCLAY ST	E		\$ 25.00
SCIENCE WORLD	1455 QUEBEC ST	E		\$ 125.00
VANCOUVER BOARD OF PARKS	1500 EAST 14TH AVE	E		\$ 25.00
RUPERT PARK	3402 CHARLES ST	E		\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00
PERCY NORMAN POOL	50 E 30 AVE	E		\$ 25.00
RILEY PARK ARENA	50 E 30 AVE	E		\$ 25.00
RILEY PARK COMMUNITY CENTER	50 E 30 AVE	D		\$ 25.00
TRUFFLES RESTAURANT AT THE VAN DUSEN GARDENS	5151 OAK STREET	E		\$ 45.00
VANDUSEN VISITOR CENTRE	5251 OAK STREET	D		\$ 25.00
KERRISDALE POOL	5851 W BOULEVARD	E		\$ 45.00
SUNSET COMMUNITY CENTER	6810 MAIN ST	E		\$ 45.00
MOBERLY CULTURAL ARTS CNTR	7646 PRINCE ALBERT ST	E		\$ 25.00
FRASERVIEW GOLF COURSE - DRIVING RANGE & CART SHED	7800 VIVIAN DRIVE	D		\$ 25.00
DOUGLAS PARK COMMUNITY CENTER	801 W 22ND AVE	E		\$ 45.00
			Part B Total	\$ 3,255.00
<b>TOTAL PART A &amp; B</b>				<b>\$ 5,500.00</b>

SERVICE PACKAGE GROUP MATRIX

The following table identifies the services package designation shown in the above Pricing Table - column named Service Package Group. This designation indicates the targeted pest and frequency of services.

Item	Frequency of Service	Targeted Pests	Rate
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CoV Initial: *PP*

Care Pest Initial:

HOURLY RATES FOR PREVENTATIVE MAINTENANCE

ITEM	DESCRIPTION	HOURLY RATE
1.	Call outs during regular business hours	\$65.00
2.	Call outs after regular business hours	\$95.00

PRICE LIST FOR REACTIVE PEST CONTROL SUPPLIES THAT MAY BE REQUIRED

Pricing shown in this table are for extra supplies that may be required for emergency situations or where increased activities warrants extra baits and traps. It should be noted that site pricing for preventative include all the required supplies.

Brand Name	Product	Comments	Price (\$)
Bell - Evo	Exterior Bait Station	Tier 1 Bait Stations that would be anchored and locked, used to store rodenticide bait.	27.95 per station
Fly Light Junior	Insect Light Trap	Used to catch flying	187.50 per light

CoV Initial:



Care Pest Initial:

## Lynden, Jason

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**From:** Leung, Dennis  
**Sent:** Tuesday, November 03, 2015 10:53 AM  
**To:** Gajic, Sandra; Bedry, Ricci; Lynden, Jason  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Iosef, Phillip; Edwardson, Krista  
**Subject:** RE: Mice at Playhouse

Hi Sandra,

We have installed door sweeps on both the QET/PH loading dock doors and front entrance doors (on Hamilton) as identified by the previous pest control company as possible mice ingress areas. We have also implemented a pest control log book to identify pest sightings, location, time and other details to try to target the problem areas/pests.

Please note that Purchasing has consolidated Pest Control Services Citywide (effective Nov.1, 2015) and we are in process of orienting Care Pest to the Civic Theatre Sites.

Thank you,  
Dennis  
604-654-0956

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**From:** Gajic, Sandra  
**Sent:** Friday, October 30, 2015 7:38 PM  
**To:** Bedry, Ricci; Lynden, Jason; Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Leung, Dennis; Iosef, Phillip; Edwardson, Krista  
**Subject:** Mice at Playhouse  
**Importance:** High

I am at a concert sitting at the back - two mice run between me and other audience members. It caused quite a commotion!

In speaking with TA3 I found out that we have had mice running around the theatre here for the last two weeks.

What is being done?

I fully expect someone to scream in the middle of performance and we would need to evacuate!

This is urgent!!!!!!!

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

## Lynden, Jason

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**From:** Leung, Dennis  
**Sent:** Friday, October 30, 2015 1:36 PM  
**To:** Ambrosi, Bruno; Azam, Mohammed; Bedry, Ricci; Bevacqua, Bert; Fang, Carlos; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Santos, Chris; Sibayan, Oscar  
**Cc:** Harvey, Ian; Landels, Brian; Shadel, Joe  
**Subject:** New COV Pest Control Contract  
**Attachments:** Copy of Copy of PS20140603 - Sites Listings with Site Contacts\_AccountCo....xlsx;  
PS20140603 - PSA Final Sept 18 2015 rlj.pdf

Hi Everyone,  
Please see the attached for details.  
This new contract is effective as of November 1, 2015.

Thank you,  
Dennis  
604-654-0956

Functional location	Standing W/O	Service Location	Addresses	Site Contact Name	Service Package Group	Services Currently Scheduled	Care Pest Site Pricing	CoV Billing Code
		<b>Part A - REAL ESTATE &amp; FACILITIES SITES</b>						
		<b>Part A.1- Fixed Address Buildings</b>						
C-DWN-C251-00000-BA	760008312	Alexander Residence	58 Alexander	Patrick Hnilica 604-331-3819	E		\$ 25.00	
C-STR-C610-00000-BA	760008313	Antoinette Lodge Building	535 East Cordova		E		\$ 25.00	
C-STR-C252-00000-BA	760008314	Central Residence	42 East Cordova		E		\$ 25.00	
C-STR-C223-00000-BA	760008315	Evelyne Sailer Center Building D837	320 Alexander		E		\$ 25.00	
C-KIL-9435-00000-BA	760008316	Kingsway Continental	3484 Kingsway					
C-DWN-A880-00000-BA	760008317	Old Continental	1390 Granville St					
C-WND-A262-00000-BA	760008318	Barclay Square	1416 Haro					
C-DWN-G904-COMMN-BA	760008319	Granville Residence	1261 Granville		E		\$ 25.00	
C-DWN-B041-00000-BA	760008320	New Continental Residence Building B041 planer group	1067 Seymour		E		\$ 45.00	
C-STR-C612-00000-BA	760008321	Oppenheimer Lodge Building planer group	450 East Cordova		E		\$ 25.00	
C-DWN-D908-00000-BA	760008322	The Gresham Building D900	716 Smithe		E		\$ 25.00	
C-STR-C254-00000-BA	760008323	Roddan Lodge Building C254	124 Dunlevy		E		\$ 45.00	
C-CHC-C421-00000-BA	760008324	City Hall C421	453 West 12 Avenue	Christopher Santos 604-873-7126	E		\$ 125.00	
C-DWN-B041-0F501-BA	760008325	The Gathering Place	609 Helmcken	Michael Pan 604-331-3812	E		\$ 25.00	
C-LBS-D698-00000	760008326	Library Square Project - Commercial	300 West Georgia		E		\$ 60.00	
C-LBS-D698-00000-BA	760008327	Library Square Project - Library	300 West Georgia	E		\$ 60.00		
C-STR-A393-00000-BA	760008328	Carnegie Centre	401 Main Street	Patrick Hnilica	E		\$ 25.00	
C-CVT-A086-00000-BAA	760008329	QE theatre (Queen Elizabeth Thtre 688 HAMILTON)	649 Cambie st	Ricci Bedry 604-665-3538	E		\$ 95.00	
C-CVT-F287-00000-BA	760008331	Vancouver Play house( Playhouse Theatre 688 HAMILTON)	649 Cambie st		E		\$ 45.00	
C-CVT-A063-00000-BA	760008330	Orpheum Theatre	884 Granville st	E		\$ 75.00		
C-MTP-F603-00000-BA	760008332	VPD	2120 Cambie	Bruno P Ambrosi 604-690-5178				
C-STR-E187-00000-BA	760008333	Dog Squad	755 Evans	Patrick Hnilica				
C-HST-H222-SP002-BA	760008334	VPD	3585 Gravelley					
C-STR-G083-00000-BA	760008335	Marine Squad	209 Waterfront	Carlos Fang 604-829-4244				
C-MPL-E937-00000-BA	760008336	Planetarium	1100 Chestnut St					
C-MPL-E939-00000-BA	760008337	Museum of Vancouver	1100 Chestnut St					
C-MPL-F854-00000-BA	760008338	Observatory	1100 Chestnut St					
C-MPL-E938-00000-BA	760008339	Archives	1150 Chestnut St					
C-MPL-E940-00000-BA	760008340	Maritime Museum	1905 Ogden					
		<b>Part A.2- Fixed Address Buildings - DAYCARES</b>						
C-WND-G587-00000-BA	760008341	Beach Daycare	1475 Burrard Street	Pasquale Pucci 604-834-9444	E	1st Monday	\$ 25.00	
C-GRW-G802-00000-BA	760008342	Eastside Family Place	1655 William Street		E	2nd Tuesday	\$ 25.00	
C-VIF-F489-00000-BA	760008343	Kidscare Bobolink Childcare Center	7715 Murfield Drive		E	2nd Friday	\$ 25.00	
C-WND-A012-00000-BA	760008344	Mole Hill Daycare	1164 Comox Street		E	2nd Monday	\$ 25.00	
C-DWN-F869-00000-BA	760008345	Pender Street Children's ( Little Pender )	100-1140 West Pender Street		E	2nd Tuesday	\$ 25.00	
C-KEN-H479-00000-BA	760008346	Play House Childcare Center	4107 Brant Street		E	2nd Monday	\$ 25.00	
C-VIF-G580-00000-BA	760008347	South Van Family Place	7710 Naniamo Street		E	2nd Friday	\$ 25.00	
C-STR-F095-00000-BA	760008348	Strathcona Daycare	601 Keefer Street		E	4th Tuesday	\$ 25.00	
C-HST-G475-SP010-BA	760008349	Westcoast Family	2780 East Broadway		E	3rd Tuesday	\$ 25.00	
C-LBS-G271-SP005-BA	760008350	Library Square Project - Daycare	300 West Georgia		E		\$ 60.00	
C-DWN-F856-00000-BA	760008351	Dorothy Lam Childcare	188 Drake Street		E		\$ 25.00	
C-DWN-H133-00000-BA	760008352	Sapphire Childcare	1170 West Pender Street		E		\$ 25.00	
C-DWN-F443-00000-BA	760008353	International Village Childcare	680 Abbott Street	E		\$ 25.00		
C-DWN-G899-00000-BA	760008354	Sea Star Childcare Centre	1451 Homer Street	E		\$ 25.00		
C-STR-F095-00000-BA	760008355	Strathcona Childcare	601 E.Pender St	E		\$ 25.00		
C-GRW-F414-00000-BA	760008356	Grandview Childcare	2075 Woodland	E		\$ 25.00		
C-KIL-F547-00000-BA	760008357	Champlain Child Development	7760 Sitkine Place	E	2nd Friday	\$ 25.00		
C-DWN-G170-00000-BA	760008358	Quayside Childcare	1011 Marina Side Cr					
C-DWN-8589-00000-BA	760008359	Mark Childcare	1372 Seymour					
C-DWN-G193-SP007-BA	760008360	Junction Childcare	1059 Main Street					
C-DWN-F326-00000-BA	760008361	Citygate Daycare	1192 QUEBEC STREET					
C-MTP-F525-00000-BA	760008362	City Hall Daycare	Cambie St					

Functional location	Standing W/O	Service Location	Addresses	Site Contact Name	Service Package Group	Services Currently Scheduled	Care Pest Site Pricing	CoV Billing Code	
C-REN-F819-00000-BA	760008363	Duke Street Daycare	2708 DUKE						
C-REN-8803-00000-BA	760008364	Terry Taylor Childcare Centre	2355 E 30 Ave						
C-HST-F239-00000-BA	760008365	Thunderbird Daycare	2311 Cassiar						
C-MTP-10408-00000-BA	760008366	West Village Childcare	131 west 2nd Avenue						
C-DWN-H378-00000-BA	760008367	Atelier Childcare	825 Homer St						
C-DWN-G417-00000-BA	760008368	Bayshore Childcare	1616 Bayshore Dr.						
C-DWN-H099-00000-BA	760008369	Shaw Childcare	#505-1067 West Cordova Street						
C-WND-A474-00000-BA	760008370	Pooh Corner Daycare	975 Lagoon Drive						
<b>Part A.3 - YARDS SITES - Buildings and Exterior</b>									
C-MAR-F872-00000-BA	760008371	Kent Yard	900 Kent Ave South end	Markovic Jeff 604-673-8013	E		\$ 25.00		
E-YDS-A872-10000-EC-020	760008372	Waste Transfer Station	377 Kent Avenue	Delmar Paul 604-326-4701	B		\$ 45.00		
E-YDS-1524-00000-EC-020	760008373	Vancouver Landfill	5400 72nd St. Delta BC	Lynn Belanger 604-940-3201	E	middle of month	\$ 75.00		
E-YDS-G858-00000-EC-020	760008374	National Yard	250 West 70 Avenue		D	2 <sup>nd</sup> & 4 <sup>th</sup> Fridays	\$ 75.00		
E-YDS-A872-00000-EC-020	760008375	Manitoba Yard	249 West 70 Avenue	Bevacqua, Bert 604-326-4677	E	3 <sup>rd</sup> Friday	\$ 75.00		
E-YDS-A872-00000-EC-020	760008376	Man Yard Administration Building	250 West 70 Avenue		E		\$ 25.00		
E-YDS-A872-00000-EC-020	760008377	Manitoba Yard Equipment Branch	250 West 70 Avenue		D	1 <sup>st</sup> & 3 <sup>rd</sup> Fridays	\$ 75.00		
		Vernon Silt Recovery Site	Vernon and 1st Avenue		D	3rd Tuesday	\$ 45.00		
E-YDS-7128-00000-EA	760008378	Abandoned Auto Lot	1150 Kent S.E. (AV Yard)		E		\$ 25.00		
E-YDS-8108-00000-EA	760008379	Busters Industrial Yard	425 Industrial Avenue		E	2nd Tuesday	\$ 25.00		
<b>Part A.4 - FIRE HALL SITES - Buildings and Exterior</b>									
P-MTP-MTPL-01500-BA	760008380	Mount Pleasant Community Centre	1 Kingsway		E		\$ 75.00		
P-STR-FH01	760008381	Fire Hall # 1	900 Heatley Ave		E		\$ 25.00		
P-STR-FH02	760008382	Fire Hall # 2	199 Main St		E		\$ 25.00		
P-KIL-FH05	760008383	Fire Hall # 5	3090 E 54th Ave		E		\$ 25.00		
P-WND-FH06	760008384	Fire Hall # 6	1001 Nicola St		E		\$ 25.00		
P-DWN-FH07	760008385	Fire Hall # 7	1090 Haro St		E		\$ 25.00		
P-DWN-FH08	760008386	Fire Hall # 8	895 Hamilton St		E		\$ 25.00		
P-GRW-FH09	760008387	Fire Hall # 9	1805 Victoria Dr		E		\$ 25.00		
P-KIT-FH12	760008388	Fire Hall # 12	2460 Balaclava St		E		\$ 25.00		
P-RPK-FH13	760008389	Fire Hall # 13	790 E 24th Ave	Darren Houser 604-257-3076	E		\$ 25.00		
P-REN-FH15	760008390	Fire Hall # 15	3003 E 22nd Ave		F		\$ 25.00		
P-VIF-FH17	760008391	Fire Hall # 17	7070 Knight St		F		\$ 25.00		
P-SHY-FH18	760008392	Fire Hall # 18	1375 W 38th Ave		F		\$ 25.00		
P-WPG-FH19	760008393	Fire Hall # 19	4396 W 12th Ave		REACTIVE		\$ 45.00		
P-KEN-FH20	760008394	Fire Hall # 20	5420 Victoria Dr		E		\$ 25.00		
P-KER-FH21	760008395	Fire Hall # 21	5425 Carnavon St		E		\$ 25.00		
P-MAR-FH22	760008396	Fire Hall # 22	1005 W 59th Ave		E		\$ 25.00		
C-STR-G265-00000-BA	760008397	FH Training Centre/ USAR Warehouse	1330 Chess Street						
							<b>Part A Total</b>	\$ 2,220.00	
<b>Part B - BOARD OF PARKS SITES</b>									
<b>Part B.1 - PARKS BOARD SITES - RECREATION FACILITIES</b>									
		Administration Building	2099 Beach Avenue		F		\$ 25.00	60500	
		Brittania Community Centre, Arena and Pool	1681 Napier St		F		\$ 45.00		
		Burrard Marina	1655 Whyte Avenue		F		\$ 25.00	62520	
		Champlain Heights Community Centre	3350 Maquinna Dr		F		\$ 25.00	63670	
		Coal Harbour Community Centre	480 Broughton St		F		\$ 25.00	63575	
		Creekside Community Centre	1 Athletes Way		F		\$ 25.00	63535	
		Douglas Park Community Centre	801 West 22nd Avenue		F		\$ 25.00	63470	
		Dunbar Community Centre	4747 Dunbar Street		F		\$ 25.00	63110	
		False Creek Community Centre	1318 Cartwright Street		F		\$ 25.00	63570	
		Hastings Community Centre	3096 East Hastings Street		F		\$ 25.00	63290	
		Heather Marina	600 Stamps Landing		F		\$ 25.00	62510	
		Hillcrest Community Centre, Arena and Aquatic Centre	4575 Clancy Loranger Way		F		\$ 25.00	63840	
		Kensington Community Centre	5175 Dumfries Street		F		\$ 25.00	63140	
		Kerrisdale Arena and Concession	5679 East Boulevard		F		\$ 45.00	63130	
		Kerrisdale Community Centre incl. Concession	5851 West Boulevard		F		\$ 45.00	63700	
		Killarney Community Centre, Concession, Arena and Pool	6261 Killarney Street		F		\$ 45.00	63730	
		Kitsilano War Memorial Community Centre, Arena and Concession	2690 Larch Street		F		\$ 45.00	63170	
		Lord Byng Pool	3990 West 14th Avenue		F		\$ 25.00	63210	

Functional location	Standing W/O	Service Location	Addresses	Site Contact Name	Service Package Group	Services Currently Scheduled	Care Pest Site Pricing	CoV Billing Code
		Marpole/Oakridge Community Centre	990 West 59th Avenue		F		\$ 25.00	63530
		RayCam Community Centre	920 East Hastings Street		F		\$ 25.00	63270
		Renfrew Park Community Centre	2929 East 22nd Avenue		F		\$ 25.00	63780
		Roundhouse Community Centre	181 Roundhouse Mews		D		\$ 75.00	63400
		Sunset Arena	390 E 51st Ave		F		\$ 25.00	
		Templeton Park Pool	700 Templeton Drive		F		\$ 25.00	63340
		Vancouver Aquatic Centre incl. Coffee Shop	1050 Beach Avenue		F		\$ 25.00	63050
		West End Community Centre and Arena incl. Restaurant	870 Denman Street		F		\$ 45.00	63390
		West Point Grey Community Centre	4397 West 2nd Avenue		F		\$ 25.00	63200
		<b>Part B.2 - PARKS BOARD SITES - CONCESSIONS AND ADJACENT BUILDINGS</b>						
		Langara Golf Course Clubhouse	6706 Alberta Street	Mark Haylk	F		\$ 25.00	62040
		McCleery Golf Course Clubhouse	7170 MacDonald Street	Mark Haylk	F		\$ 25.00	62290
		Lumbermen's Arch Concession	Stanley Park (3301 Stanley Park Dr)	Kenyon, Charlotte	F		\$ 25.00	62300
		Second Beach Concession	Stanley Park (8501 Stanley Park Dr)	Kenyon, Charlotte	F		\$ 25.00	62490
		Third Beach Concession (incl. fenced area behind Concession)	Stanley Park (7495 Stanley Park Dr)	Kenyon, Charlotte	F		\$ 25.00	65210
		Concession Warehouse	Stanley Park Service Yard	Kenyon, Charlotte	F		\$ 25.00	62470
		Spanish Banks East Concession	4707 NW Marine Dr	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	62410
		Jericho Beach Concession	3941 Point Grey Road	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	62390
		Trout Lake Concession	2105 E 19th Ave	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	62420
		Kitsilano Pool Concession	2305 Cornwall Ave	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	62450
		Locarno Beach Concession	4445 NW Marine Drive	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	
		New Brighton Park Concession	3201 New Brighton Rd	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	62500
		WestBank Concession	4875 NW Marine Dr	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	63550
		Sunset Beach Concession	1204 Beach Avenue	Kenyon, Charlotte	F	APRIL- SEPTEMBER ONLY	\$ 25.00	
		<b>Part B.3 - PARKS BOARD SITES - SENSITIVE PLANT AND ANIMAL EXHIBIT AREAS</b>						
		Bloedel Conservatory, Queen Elizabeth Park	4600 Cambie Street		D		\$ 65.00	
		VanDusen Botanical Garden incl. Service Yard, Visitor Centre, Shaughnessy Restaurant and Truffles Cafe	5251 Oak Street		D		\$ 45.00	65500 A-frame; 62350 farmyard; 61655 Zoo Hospital
		Children's Farmyard incl. Railway, A-Frame, Kangaroo & Zoo Bldgs. & Zoo Hospital	Stanley Park		D		\$ 25.00	
		Stanley Park Nature House (buildings below Bus Loop at Lost Lagoon)	Stanley Park		D		\$ 25.00	
		Children's Farmyard Concession	Stanley Park		D		\$ 25.00	
		Sunset Nursery Greenhouses	290 East 51st Avenue		E		\$ 45.00	
		<b>Part B.4 - PARKS BOARD SITES - YARDS - Buildings and Exterior</b>						
		Evans Service Yard	955 Evans Avenue		D		\$ 45.00	62100
		Langara Golf Course Service Yard	6706 Alberta Street		F		\$ 45.00	62120
		McCleery Golf Course Service Yard	7188 MacDonald Street		F		\$ 45.00	
		Sunset Service Yard	290 East 51st Avenue		F		\$ 45.00	
		Jericho Service Yard	1451 Discovery		F		\$ 45.00	
		<b>Part B.5 - PARKS BOARD SITES - OPEN AREAS</b>						
		English Bay - Rockery and Planters, rock groyne below Admin. Building	1700 Beach Avenue		E		\$ 25.00	
		Dr. Sun Yat-Sen Garden	578 Carrall Street		E		\$ 25.00	
		Thorton Park	1166 Main St		E		\$ 25.00	4700000401
		Memorial South Park Ponds	41st Ave. & Prince Albert St		E		\$ 25.00	
		Portside Park - Ponds and Beach area Main St Overpass			E		\$ 25.00	
		Prospect Point area	Stanley Park		E		\$ 25.00	
		Sunset Beach Planters	Stanley Park		E		\$ 25.00	
		Trout Lake and all swimming areas	3350 Victoria Drive		E		\$ 25.00	
		Vanier Park and Boat Ramp			E		\$ 25.00	
		Renfrew Park Ravine (nest sites around clipping piles)	29th and Renfrew		E		\$ 25.00	
		Kitsilano Beach Park - around the swimming pool	1499 Arbutus Street		E		\$ 25.00	
		School Mini Park	Cardero and Pendrell Streets		E		\$ 25.00	
		Walnut Mini Park	Cardero and Burnaby Streets		E		\$ 25.00	
		Fountain Mini Park	Bute and Haro Streets		E		\$ 25.00	
		Cathedral Square Park	Dunsmuir and Richards		E		\$ 25.00	
		Portal Park	Hastings and Thurlow Streets		E		\$ 25.00	

Functional location	Standing W/O	Service Location	Addresses	Service Package Group	Services Currently Scheduled	Care Pest Site Pricing	CoV Billing Code
		Victory Square Park	Hastings and Cambie Streets	E		\$ 25.00	
		Discovery Square Park	Burrard and Dunsmuir Streets	E		\$ 25.00	
		Beatty Park	Georgia and Beatty Streets	E		\$ 25.00	
		Alexander Plaza Park	Main and Alexander Streets	E		\$ 25.00	
		Andy Livingstone Park	Pacific Blvd. and Carrall Street	E		\$ 25.00	
		David Lam Park	Pacific Blvd. and Drake Street	E		\$ 25.00	
		Granville Loop	1435 West 5th	E		\$ 25.00	
		Slocan Park	2750 East 29th	E		\$ 25.00	
		Beaconsfield Park	3215 Slocan	E		\$ 25.00	
		Devonian Park	1929 W. Georgia	E		\$ 25.00	
		Brockton Oval	Stanley Park	E		\$ 25.00	
		Alexandra Park	1755 Beach Avenuww	E		\$ 25.00	
		Carnarvon Park	2995 West 19th	E		\$ 25.00	
		<b>Part B.5 - ADDITIONAL PARKS BOARD SITES ADDED</b>					
		JERICO PARK TRAILS TO 4TH AVE	N/A	E		\$ 25.00	
		JERVIS /PACIFIC PUMP HOUSE, SHRUB BEDS	N/A	E		\$ 25.00	
		PROSPECT PT PICNIC AREA	N/A	E		\$ 25.00	65100
		STANLEY PARK NATURE HOUSE	N/A	D		\$ 25.00	65320
		MARINA SQUARE PARK	DENMAN ST	E		\$ 25.00	65320
		YALETOWN PARK	MAINLAND & NELSON	E		\$ 25.00	65320
		HARBOUR GREEN PARK- THE MILL RESTAURANT	N FOOT OF BUTE ST	D		\$ 25.00	62460
		NEW BRIGHTON PARK	N FOOT OF WINDERMERE ST OFF MCGILL	E		\$ 25.00	65320
		GEORGE WAINBORN PARK	RICHARDS & BEACH CRESCENT	E		\$ 25.00	
		STANLEY PARK PITCH & PUTT	STANLEY PARK DR	D		\$ 25.00	65320
		EMERY BARNES PARK	1100 SEYMOUR ST	E		\$ 25.00	
		SUNSET BEACH (PLANTERS)	1204 BEACH AVE	E		\$ 25.00	63410
		BARCLAY MANOR	1447 BARCLAY ST	E		\$ 25.00	65320
		SCIENCE WORLD	1455 QUEBEC ST	E		\$ 125.00	
		VANCOUVER BOARD OF PARKS	1500 EAST 14TH AVE	E		\$ 25.00	62145
		RUPERT PARK	3402 CHARLES ST	E		\$ 25.00	62140
		RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00	
		RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00	63860
		PERCY NORMAN POOL	50 E 30 AVE	E		\$ 25.00	63840
		RILEY PARK ARENA	50 E 30 AVE	E		\$ 25.00	63840
		RILEY PARK COMMUNITY CENTER	50 E 30 AVE	D		\$ 25.00	65015
		TRUFFLES RESTAURANT AT THE VAN DUSEN GARDENS	5151 OAK STREET	E		\$ 45.00	67310
		VANDUSEN VISITOR CENTRE	5251 OAK STREET	D		\$ 25.00	
		KERRISDALE POOL	5851 W BOULEVARD	E		\$ 45.00	62480 and 63550
		SUNSET COMMUNITY CENTER	6810 MAIN ST	E		\$ 45.00	
		MOBERLY CULTURAL ARTS CNTR	7646 PRINCE ALBERT ST	E		\$ 25.00	
		FRASERVIEW GOLF COURSE - DRIVING RANGE & CART SHED	7800 VIVIAN DRIVE	D		\$ 25.00	
		DOUGLAS PARK COMMUNITY CENTER	801 W 22ND AVE	E		\$ 45.00	
					<b>Part B Total</b>	\$ 3,255.00	
					<b>TOTAL PART A &amp; B</b>	\$ 5,475.00	



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# SUPPLY AGREEMENT

BETWEEN:

**CARE PEST AND WILDLIFE CONTROL**

AND:

**CITY OF VANCOUVER**

RELATING TO: THE SUPPLY OF PEST CONTROL SERVICES

DATED September 30, 2015

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## SUPPLY AGREEMENT

THIS AGREEMENT is made as of September 30, 2015

BETWEEN:

Care Pest and Wildlife Control, a corporation organized under the laws of British Columbia and having an office at #1 - 3888 North Fraser Way  
Burnaby, British Columbia, V5J 5H6

(hereinafter referred to as the "Supplier")

AND:

CITY OF VANCOUVER, a municipal corporation continued under the *Vancouver Charter* (British Columbia) and having an office at 453 West 12<sup>th</sup> Avenue, Vancouver, British Columbia, V5Y 1V4

(hereinafter referred to as the "City")

WHEREAS the Supplier is in the business of Pest and Wildlife Control;

AND WHEREAS the City wishes to procure Pest Control Services from the Supplier upon and subject to the terms and conditions hereinafter set forth,

NOW THEREFORE, in consideration of the premises and the covenants herein contained, the parties hereto agree as set forth herein.

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PS20140603 - SUPPLY AGREEMENT (SAMPLE)

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ARTICLE 1  
INTERPRETATION

1.1 Definitions

In this Agreement, unless something in the subject matter or context is inconsistent therewith:

- (a) "Agreement" means this agreement, including the schedules hereto, and all amendments made hereto or thereto by written agreement between the Supplier and the City;
- (b) "Background IP" has the meaning ascribed thereto in Section 14.4;
- (c) "Business Day" means a day on which banks are open for business in Vancouver, British Columbia, except a Saturday, Sunday or statutory holiday;
- (d) "Change in Control" means an occurrence whereby a person (or persons acting in concert) acquires control of the relevant entity;
- (e) "City Policies" means any or all (as the context requires) of those procedures, standards and/or standard specifications, requirements, policies and the like listed in Schedule H or notified to the Supplier from time to time, as the same may be updated, modified, expanded, revised, supplemented and/or replaced from time to time by the City (as notified to the Supplier);
- (f) "City's Manager" means a manager who at the relevant time carries such designation from the City under, or in accordance with, ARTICLE 5;
- (g) "Competent Authority" means:
  - (i) any multinational, federal, provincial, state, regional, municipal, local or other government or governmental body and any ministry, department, division, bureau, agent, agency, commission, board or authority of any government or governmental body, domestic or foreign;
  - (ii) any domestic, foreign or international judicial, quasi-judicial or administrative court, tribunal, commission, board, panel, arbitrator or arbitral body acting under the authority of any of the foregoing; or
  - (iii) any quasi-governmental or private body exercising any statutory, regulatory, expropriation or taxing authority under the authority of any of the foregoing;
- (h) "Confidential Information" means all or any confidential information (however recorded or preserved) disclosed before, on or after the date of this Agreement by either Party or any of its Representatives to the other Party or its Representatives in connection with this Agreement, concerning:
  - (i) this Agreement; or


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- (ii) the affairs, operations, processes, know-how, suppliers, plans or intentions of the disclosing Party or of any member of the disclosing Party's Group, including, without limitation, any information which is not generally known to the public or which has been specifically identified as confidential or proprietary by the disclosing Party,

but does not include:

- (iii) any information that is or becomes generally available to the public or to industry professionals (other than as a result of its disclosure by the receiving Party or its Representatives in breach of this Agreement);
  - (iv) any information that was available to the receiving Party on a non-confidential basis prior to disclosure by the disclosing Party;
  - (v) any information that was, is or becomes available to the receiving Party on a non-confidential basis from a person who, to the receiving Party's knowledge, is not bound by a confidentiality agreement or other duty of confidentiality with or to the disclosing Party or a member of the disclosing Party's Group or otherwise prohibited from disclosing the information to the receiving Party;
  - (vi) any information that was known to the receiving Party before the information was disclosed to it by the disclosing Party or its Representatives and was not subject to a confidentiality agreement or other duty of confidentiality (including any obligation under this Agreement) with or to the disclosing Party or a member of the disclosing Party's Group;
  - (vii) any information that the Parties agree in writing is not confidential or may be disclosed; and
  - (viii) any information unrelated to this Agreement that is developed by or for the receiving Party independently of and without reference to the information disclosed by the disclosing Party;
- (i) "Consent" means an approval, clearance, registration, franchise, right, privilege, certification, quota, consent, permit, licence, qualification, filing, exemption, certificate or permission and any such other matter or authorization whatsoever, including any condition thereof, that is lawfully and necessarily required under any Law or from any Competent Authority in connection with the Supply or the Site;
  - (j) "Contract Price" means the amounts payable (subject to and in accordance with the terms of this Agreement) by the City to the Supplier in return for the proper performance by the Supplier of its obligations under this Agreement, as detailed in Schedule B;
  - (k) "Defect" means any part of the Supply (or omission therefrom) which is defective, deficient or incomplete or does not otherwise comply with the requirements of this Agreement;

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- (l) "Documentation" means calculations, computer programs and other software, drawings, designs, plans, manuals, records, reports, documents, papers, photos, typographical arrangements, models, contract documents, deliverables, agreements, tender/enquiry documents, and all other materials in whatever form, including but not limited to tangible copies and electronic forms, supplied either by or on behalf of the Supplier or generated collaboratively by the Parties in the course of the provision of the Supply under this Agreement;
- (m) "Effective Date" has the meaning ascribed to such term in Section 2.1;
- (n) "Encumbrance" means any mortgage, charge, pledge, hypothecation, security interest, assignment, lien or claim of lien (statutory or otherwise), easement, deemed or statutory trust, restrictive covenant, adverse claim, exception, reservation, right of occupation, any matter capable of registration against title, right of pre-emption, privilege or other encumbrance or third party right of any nature or any other arrangement or condition that, in substance, secures payment or performance of an obligation;
- (o) "Environmental Law" means any Law which imposes any obligations relating to:
  - (i) the protection, management, conservation or restoration of the natural environment;
  - (ii) reporting, licensing, permitting, investigating, remediating and cleaning up in connection with any presence or Release, or the threat of the same, of Hazardous Substances; and
  - (iii) the manufacture, processing, distribution, use, treatment, storage, disposal, transport, handling and the like of Hazardous Substances, including those pertaining to occupational health and safety.
- (p) "Force Majeure" means, exhaustively, any:
  - (i) war, hostilities (whether war is declared or not), invasion, act of foreign enemies;
  - (ii) rebellion, terrorism (or threat of terrorism), revolution, insurrection, military or usurped power or civil war;
  - (iii) riot, civil commotion or disorder, strike or lockout by persons other than the Supplier's personnel and other employees, Subcontractors or any other person for whom the Supplier is responsible;
  - (iv) natural catastrophe such as an earthquake, forest fire, landslide or flood; or
  - (v) change in Law or action by a Competent Authority, which makes it illegal or impossible for either Party to perform its obligations under this Agreement;

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- (q) "Good Industry Practice" means, in relation to the Supply or the performance of any other obligation under this Agreement, the practices, and the application of the skill, care, diligence, prudence and foresight, which would reasonably and ordinarily be expected from a skilled and experienced international contractor carrying out or procuring equivalent services of similar type, scope and value, in the same or similar location and in similar circumstances to those pertaining to the Supplier;
- (r) "Group" means:
  - (i) in respect of the Supplier, the group constituted from time to time by:
    - (A) the Supplier;
    - (B) all persons that directly or indirectly control or are controlled by the Supplier; and
    - (C) all persons that are directly or indirectly controlled by any person that directly or indirectly controls the Supplier; and
  - (ii) in respect of the City, the group constituted from time to time by:
    - (A) the City; and
    - (B) all bodies corporate directly or indirectly controlled by the City.
- (s) "Hazardous Substance" means any substance or material that is prohibited, controlled or regulated by any Competent Authority pursuant to any Environmental Law including pollutants, contaminants, dangerous goods or substances, toxic or hazardous substances or materials, wastes (including solid non-hazardous wastes and subject wastes), petroleum and its derivatives and by-products and other hydrocarbons, all as defined in or pursuant to any Environmental Law;
- (t) "Intellectual Property Rights" means any and all current and future proprietary rights provided under patent law, copyright law, design patent or industrial design law, or any other applicable statutory provision or common law principle, including trade secret law, that may provide a right in ideas, formulae, algorithms, concepts, inventions, know-how, computer software, database or design, or the expression or use thereof, whether registered or unregistered, together with any right to apply for or register any of the foregoing;
- (u) "Key Project Personnel" means the persons named in Schedule I (Key Project Personnel) and any replacement(s) approved by the City in accordance with ARTICLE 7;
- (v) "Laws" means all laws, statutes, codes, ordinances, decrees, rules, regulations, by-laws, judicial or arbitral or administrative or ministerial or departmental or regulatory judgments, orders, decisions, rulings, determinations or awards of any Competent Authority whether or not having


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the force of law and any legal requirements or bases of liability under the common law or civil law, including all such Laws relating to Taxes, the environment, human health or safety, pollution and other environmental degradation, and hazardous materials, which affect or are otherwise applicable to the Supply, the Supplier, the Site or any other lands affected by the Supply;

- (w) "Letter Agreement" means an agreement in the form of Schedule K.
- (x) "OHS Requirements" means all Laws applicable to the Supply and related to occupational health or safety, and all of the City Policies that relate to occupational health or safety, and includes without limitation the WCA;
- (y) "Other City Entity" means the Vancouver Public Library Board;
- (z) "Parties" means the City and the Supplier and "Party" means one of them or either of them, as the context requires;
- (aa) "Permitted Purpose" has the meaning ascribed thereto in Section 15.3;
- (bb) "Preferred Supplier" means a person named in Schedule F;
- (cc) "Proposal" means the Supplier's proposal dated April 20, 2015, submitted by the Supplier to the City in response to the RFP;
- (dd) "Release" means any release or discharge of any Hazardous Substance including any discharge, spray, injection, inoculation, abandonment, deposit, spillage, leakage, seepage, pouring, emission, emptying, throwing, dumping, placing, exhausting, escape, leach, migration, dispersal, dispensing or disposal;
- (ee) "Representative" means a Group member of a Party, or an official, officer, employee, agent, subcontractor or other representative of a Party or any member of its Group, or any other person for whom the Party is responsible;
- (ff) "RFP" means the City's Request for Proposal number PS20140603;
- (gg) "Safety Incident" means:
  - (i) a failure by the Supplier or any Subcontractor to comply with any OHS Requirements; or
  - (ii) any hazard, incident or accident caused by the Supplier or a Subcontractor.
- (hh) "Sales Tax" has the meaning ascribed to such term in Section 16.1;
- (ii) "Site" means each of the worksites at which the Supply shall be performed and each other place where the Supply is performed;
- (jj) "Subcontractor" means any person named in a schedule to this Agreement as a subcontractor, or any other person appointed by the Supplier, in accordance with this Agreement, to perform any part of the Supply;


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- (kk) "Supplier's Manager" means a manager who at the relevant time carries such designation from the Supplier under, or in accordance with, ARTICLE 5;
- (ll) "Supply" means the provision of the goods, services and works described in Schedule A (or, as the context requires, the particular such goods, services or works provided or to be provided by the Supplier to the City at a particular time or times and in the particular combinations and quantities directed by the City in accordance herewith), and any other services to be provided by the Supplier pursuant to this Agreement;
- (mm) "Taxes" means all taxes, duties, imposts, levies, assessments, tariffs and other charges imposed, assessed or collected by a Competent Authority, including:
  - (i) any gross income, net income, gross receipts, business, royalty, capital, capital gains, goods and services, harmonized sales, value added, severance, stamp, franchise, occupation, premium, capital stock, sales and use, real property, land transfer, personal property, ad valorem, transfer, licence, import, customs, profits, windfall profits, environmental, carbon, emissions, pollution, payroll, employment, employer health, pension plan, anti-dumping, countervailing, or excise tax, duty, import, levy, assessment, tariff or other charge;
  - (ii) all withholdings on amounts paid to or by the relevant person;
  - (iii) all statutory remittances, employment insurance premiums and social security or pension plan contributions or premiums and Canada pension plan contributions;
  - (iv) any fine, penalty, interest or addition to tax;
  - (v) any tax imposed, assessed, or collected or payable pursuant to any tax-sharing agreement or any other contract relating to the sharing or payment of any such tax, levy, assessment, tariff, duty, deficiency or fee; and
  - (vi) any liability for any of the foregoing as a transferee, successor, guarantor, or by contract or by operation of law;
- (nn) "Time(s) for Completion" means the time(s) stated in Schedule E by which the Supply or any particular Supply or part thereof must be completed, as such time(s) may be adjusted (including in relation to a particular instance of Supply), strictly in accordance with this Agreement;
- (oo) "WCA" means the *Workers Compensation Act* (British Columbia) and the regulations thereunder.

## 1.2 Headings

This division of this Agreement into articles and sections and the insertion of headings are for convenience of reference only and do not affect the construction or interpretation of this Agreement. The terms "hereof", "hereunder" and similar

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
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expressions refer to this Agreement, including its schedules, and not to any particular article, section or other portion hereof. Unless something in the subject matter or context is inconsistent therewith, references herein to articles, sections and schedules are to articles, sections and schedules of this Agreement.

### 1.3 Extended Meanings

In this Agreement:

- (a) words importing the singular include the plural and vice versa, words importing a gender include all genders and words importing persons include individuals, partnerships, associations, trusts, unincorporated organizations and corporations, except where the context requires otherwise;
- (b) any provision calling for "agreement" requires the relevant agreement to be recorded in writing and signed by both Parties;
- (c) the words "include", "includes", "including" and "included" shall be construed without implying limitation by the words which follow those words and without prejudice to the generality of the provisions to which such words relate, unless inconsistent with the context, and the rule of interpretation known as ejusdem generis shall not apply;
- (d) each reference to a specific statute, regulation, law or any subordinate instrument or statutory or regulatory provision shall be construed as including any legal or regulatory provision which subsequently amends or replaces the same, and shall include any and all subordinate instruments, orders, rules, regulations and bylaws made thereunder or guidelines issued in respect thereof;
- (e) each reference to a writing means a writing that is hand-written, type-written, printed or electronically made, and which results in a permanent un-editable record; and
- (f) "control" when used to describe a relationship between one person and any other person, has the following meanings:
  - (i) a person controls a body corporate if securities of the body corporate to which are attached more than 50% of the votes that may be cast to elect directors of the body corporate are beneficially owned by the person and the votes attached to those securities are sufficient, if exercised, to elect a majority of the directors of the body corporate;
  - (ii) a person controls an unincorporated entity, other than a limited partnership, if more than 50% of the ownership interests, however designated, into which the entity is divided are beneficially owned by that person and the person is able to direct the business and affairs of the entity;
  - (iii) the general partner of a limited partnership controls the limited partnership; and

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- (iv) a person who controls an entity is deemed to control any entity that is controlled, or deemed to be controlled, by the entity.

**1.4 Schedules**

The following are the schedules hereto, each of which is deemed to be part hereof:

Schedule A	Scope of Goods and Services
Schedule B	Prices for Supply
Schedule C	Items to be provided by the City
Schedule D	Specific Deliverables
Schedule E	Time Schedule for Supply
Schedule F	Preferred Suppliers
Schedule G	Project Budget
Schedule H	City Policies
Schedule I	Key Project Personnel
Schedule J	Site

**ARTICLE 2  
EFFECTIVENESS**

**2.1 Effective Date**

This Agreement shall come into full force and effect on the date hereof (the "Effective Date").

**2.2 Term**

- (a) Unless earlier terminated pursuant to ARTICLE 12 this Agreement shall terminate on the third anniversary of the Effective Date or on such later date as the Parties may agree in writing.
- (b) Subject to termination pursuant to ARTICLE 12, but notwithstanding Section 2.2(a), the term of this Agreement may be extended for up two successive one-year periods following the third anniversary of the Effective Date, at the option of the City, upon written notice from the City to the Supplier.

**ARTICLE 3  
SUPPLY; GENERAL TERMS**

**3.1 Supply**

- (a) During the term of effectiveness of this Agreement, the Supplier shall provide the Supply to the City, at the times and in the quantities directed by the City, and otherwise in accordance with the directions of the City and in conformity with this Agreement.
- (b) Notwithstanding any other provision hereof, any goods, services or works described in Schedule A shall be provided to the City only upon receipt by the Supplier of a purchase order from the City or another instruction given by the City pursuant to Section 5.1 relating to such Supply.

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- (c) The Supplier shall maintain at all times sufficient business capacity and inventories of the supplies necessary for the provision of the Supply, to meet the business plans and requirements of the City.
- (d) In connection with the Supply, the Supplier shall provide to the City, without additional compensation, all services, conveniences, materials or features proposed in the Proposal that are not otherwise expressly provided for herein, as well as all other ancillary materials or services that are not expressly mentioned either herein or in the Proposal, but are reasonably inferable from the descriptions of the Supply herein or from the descriptions of proposed services, conveniences, materials or features in the Proposal.
- (e) During the term of effectiveness of this Agreement, the City may also, from time to time, direct the Supplier to make Supply to one or more of the Other City Entities at the price(s) specified herein and otherwise on the terms and conditions stated herein, and the Supplier shall comply with each such direction. Moreover, the Supplier shall, upon the further request of the City, promptly enter into a Letter Agreement (or failing that shall be deemed to have entered into a Letter Agreement) with each relevant Other City Entity memorializing that the Supplier shall make Supply to such Other City Entity in accordance herewith.

**3.2 Application to Prior Acts**

Insofar as the Supplier has commenced any part of the Supply prior to the Effective Date, such services shall, as of the Effective Date, be deemed to be performed under and subject to the terms of this Agreement, unless otherwise expressly agreed between the Supplier and the City.

**3.3 Sufficiency and Competence of Personnel**

- (a) The Supplier shall have and maintain at all times and in accordance with all applicable Laws, sufficient numbers of fit, skilled, qualified and experienced personnel to carry out the provision of the Supply within the times and in the manner required by the City.
- (b) The Supplier warrants that it has (and its Subcontractors, if any, have) the experience, competence, certifications, qualifications and capacity necessary for the Supply.
- (c) Insofar as the Supply involves the Supplier in performing design work, such design work shall be carried out by qualified designers who are engineers or other professionals who comply with the criteria stated in Schedule A (Scope of Goods and Services) or, where not so stated, in accordance with Good Industry Practice.

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**3.4 Design Review - Intentionally Omitted**

**3.5 Standards and Requirements**

The Supplier shall (and shall procure that its Subcontractors) provide the Supply and perform all other obligations under this Agreement in an expeditious manner and at all times in accordance with:

- (a) all applicable Laws and Consents;
- (b) the specific requirements of Schedule A (Scope of Goods and Services) and the instructions of the City;
- (c) the City Policies; and
- (d) where no higher standard is expressly required of the Supplier under this Agreement, Good Industry Practice,


and the Supplier shall comply with the standards and requirements in Sections 3.5(a) to 3.5(d) in the order of priority in which such standards or requirements are listed (with Section 3.5(a) being of highest priority).

**3.6 Consents**

The Supplier shall, at the Supplier's sole expense; obtain, maintain and comply with all Consents required by Law to enable it to perform its obligations under this Agreement, except to the extent otherwise expressly stated in the schedules hereto.

**3.7 Warranties**

- (a) The Supplier warrants that the Supply shall be performed in accordance with this Agreement and to the best practice standards of diligence, skill, care and efficiency expected of a competent contractor performing work of a similar nature to the Supply.
- (b) The Supply shall, when completed, constitute a fully operable, turn-key, ready for immediate use by the City and fit for the use for which it is intended and the Supplier warrants that the Supply shall, upon completion, be without defects or imperfections and shall function correctly and adequately and without any need of repair or improvement for at least twelve months following the completion of the Supply or such defects, imperfections or failures to function correctly and adequately shall be remedied by, or such repairs or improvements shall be undertaken by, the Supplier, without cost or liability to the City and the Supplier shall indemnify and hold the City harmless in relation thereto.
- (c) All goods or materials provided under the Agreement as part of the Supply shall be new and fully warranted for a period of one year from the time of delivery to the City, against defects in design, manufacturing, materials, workmanship and performance, and the Supplier affirms and covenants that such warranty is, and shall be, provided by the Supplier if and to the extent it is not fully and

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effectively provided to the City by third-party manufacturers or suppliers of the goods or materials.

- (d) All goods, works and materials provided under the Agreement as part of the Supply shall be non-defective and fit for their intended purposes and shall function safely in all respects.
- (e) All costs associated with warranty replacements or repairs shall be the responsibility of the Supplier, including repair, adjustment, and shipping costs, and replacements of goods or materials.
- (f) If requested by the City, the Supplier shall handle and manage any claim on a manufacturer warranty for any defect in goods or materials provided as part of the Supply.
- (g) The Supplier shall deliver to the City all such documentation as the City may require to evidence any warranty required by this Section 3.7 or to evidence the Supplier's compliance with this Section 3.7, and the Supplier shall assign all warranties, and do all other things necessary, to ensure that the City receives the full benefit of each warranty or other covenant set forth in this Section 3.7.


**3.8 Relationship Between the Parties**

- (a) The Supplier in its provision of the Supply and its performance of its obligations under this Agreement shall at all times act as an independent contractor on its own account and shall have no authority to act as the City's agent unless expressly empowered to do so by the City. This Agreement shall not be deemed to create any relationship of partnership, agency, joint enterprise or other like relationship between the Parties, and the Supplier shall be solely responsible for all employment-related obligations in connection with its employees, its other Representatives and its Subcontractors and their employees.
- (b) The City is not bound to treat the Supplier as its exclusive supplier of any goods or services.

**3.9 Variations Requested by the City -Intentionally Omitted.**

**3.10 Tests; Defects and Acceptance**

- (a) If a Defect appears, the City shall notify the Supplier accordingly.
- (b) The Supplier shall remedy at its own cost and risk Defects in the Supply that the Supplier discovers or that are notified by the City, as soon as reasonably practicable following discovery or notification of such Defects, as the case may be.
- (c) If the Supplier fails to remedy any Defect in the Supply within a reasonable time, a date may be fixed by the City on or by which the Defect is to be remedied. The Supplier shall be given reasonable notice of this date.

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- (d) If the Supplier fails, without reasonable excuse, to remedy any Defect in the Supply by this notified date, the City may (at its option) elect to carry out the work itself or by others and shall be entitled to recover from the Supplier all direct, proper and reasonable costs of so doing (as a debt due on demand). The City's exercise of its election under this Section 3.10(d) shall in no event absolve the Supplier of its responsibility for remediation of other Defects or otherwise constitute a waiver by the City of its rights and remedies in relation to other Defects, nor shall it preclude or restrict the further exercise of such rights or remedies.

**3.11 Title and Risk**

- (a) The Supplier warrants that title in each good, work or improvement supplied by the Supplier hereunder, when it passes to the City hereunder, shall be free and clear of Encumbrances.
- (b) Title to any good, work or improvement supplied by the Supplier hereunder shall pass to the City upon the earlier of:
  - (i) payment therefor by the City;
  - (ii) its fixture to any part of the Site; and
  - (iii) its incorporation into a work supplied by the Supplier.
- (c) The Supplier shall deliver to the City any documentation, including a bill of sale, which the City may reasonably require to evidence the transfer of title in and to goods to the City, free and clear of all Encumbrances.
- (d) The Supplier must not enter any contract that reserves ownership of goods or materials supplied by the Supplier hereunder in favour of any third party and, at the request of the City, the Supplier must provide evidence that no such contract has been entered into.
- (e) Notwithstanding the foregoing provisions of this Section 3.11, the Supplier is responsible for the care of, and bears all of the risk of loss or damage to, each good, work or improvements supplied hereunder and each material used in connection with the Supply, until the completion of the Supply to the satisfaction of the City.

**ARTICLE 4  
PREFERRED SUPPLIERS - INTENTIONALLY OMITTED**

**ARTICLE 5  
CONTRACT MANAGERS**

**5.1 City's Managers**

- (a) The City hereby designates Brian Landels as "City's Manager." Each City's Manager, including any additional City's Managers designated by the City in accordance herewith, has, for so long as he or she remains a City's Manager,

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full authority to act on behalf of the City in relation to all matters arising under this Agreement.

- (b) Any instruction from the City to the Supplier pursuant to this Agreement shall be issued through an executive officer of the City or through a City's Manager and shall only be effective if in writing or confirmed in writing within seven days of oral instruction. Failure to comply with this Section 5.1 shall render any purported City's instruction invalid. However, this restriction does not apply to any instruction issued in an emergency situation or which relates to a threat or potential threat to the life, health or safety of any individual.
- (c) Notwithstanding the foregoing, each City's Manager may, in writing, delegate his or her authority hereunder to others.

**5.2 Supplier's Managers**

- (a) The Supplier hereby designates each of Peter Steinfort and Karlissa Hughes as a "Supplier's Manager." Each Supplier's Manager, including any additional Supplier's Managers designated by the Supplier in accordance herewith, has, for so long as he or she remains a Supplier's Manager, full authority to act on behalf of the Supplier in relation to all matters arising under this Agreement, and any instruction given by the City (through an executive officer or City's Manager) to either of them shall be deemed to be valid and effective, if given as stated in Section 5.1(b).
- (b) Each Supplier's manager may, in writing, delegate his or her authority hereunder to others, upon the written agreement of the City.

**5.3 Designation of New Managers**

The City may designate new City's Managers, or remove that designation from any individual, and the Supplier may designate new Supplier's Managers, or remove that designation from any individual, from time to time, each at its own discretion, through notice to the other Party. In the case of the Supplier, any such designation or removal must be in writing to the City.

**ARTICLE 6  
SUPPLIERS' WARRANTIES AND COVENANTS**

**6.1 General Representations and Warranties**

The Supplier represents and warrants that:

- (a) the Supplier has the full right, power, and authority to enter into this Agreement and to perform the Supply;
- (b) the Supplier is a corporation duly organized, validly existing and in good standing under the laws of British Columbia and is lawfully authorized to do business in the Province of British Columbia;

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
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- (c) the Supplier is not a party to or bound by any agreement (written or oral), indenture, instrument, licence, permit or understanding or other obligation or restriction under the terms of which the execution, delivery or performance of this Agreement does or shall constitute or result in a violation or breach;
- (d) all statements made by the Supplier in its Proposal are true and accurate;
- (e) the Supplier is fully experienced in the design and management of projects or works of a similar scope, purpose, complexity, size and technical sophistication as the Supply;
- (f) the Supplier possesses a level of skill and expertise commensurate with Good Industry Practice, which it shall utilize in the performance of its obligations under this Agreement;
- (g) the Supplier understands that the City is relying upon the skill, judgment and expertise of the Supplier and its Subcontractors (if any) in the carrying out of the Supply and the co-ordination and planning thereof;
- (h) the Supplier's and any Subcontractors' employees are accredited to carry out the relevant portions of the Supply to the extent required by applicable Laws and all of them are appropriately skilled, competent and experienced and possess relevant qualifications having regard to the nature and extent of the Supply and the Sites;

6.2 General Health and Safety-Related Acknowledgements and Covenants

The Supplier shall:

- (a) in the provision of the Supply, comply at all times with the OHS Requirements and take all reasonably necessary steps to ensure similar compliance from its Representatives and its Subcontractors, if any;
- (b) if the Supply involves any type of manual labour, prior to their attendance at any Site, deliver to each of its Representatives and each of its Subcontractors, if any, and to their employees, if applicable, copies of the OHS Requirements relevant to the Site;
- (c) at all times take all reasonable precautions to maintain the health and safety of workers;
- (d) be at all times registered and in good standing with the relevant workers' compensation insurance Competent Authorities, and provide to the City copies of any notices, correspondence or directions issued by any government or Competent Authority relating to workplace-related employment, human rights, labour, immigration policy, health, safety or environmental matters within 24 hours of the Supplier's receipt of such notice, correspondence or direction;
- (e) appoint a qualified health and safety coordinator to ensure coordination of health and safety activities in the provision of the Supply;

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- (f) report (with full details) any accident, injury, illness or other incident relating to workplace health and safety or the environment to the City as soon as reasonably practicable, investigate the accident, injury, illness or other incident reasonably thoroughly (and in any event in accordance with any applicable OHS Requirements) and promptly report to the City the results of each such investigation;
- (g) maintain such records and make such reports concerning health, safety and welfare of persons, and damage to property, or the natural, physical or biological environment, as the City may reasonably require; and
- (h) to the extent a "prime contractor", as defined in the WCA, is not already designated by the City for any portion of a Site, be and act as the prime contractor, and the Supplier assumes and is wholly responsible for the health and safety of all persons at such locations on the basis described in the WCA.


**6.3 Covenants Regarding Violations of Health and Safety Requirements**

Without prejudice to any remedies available to the City hereunder, if any Subcontractor or person employed or engaged by the Supplier (or by a Subcontractor) violates any OHS Requirement, the Supplier shall:

- (a) ensure that the violation is promptly resolved;
- (b) ensure the violation is promptly and appropriately reported to the City and to the applicable competent authorities (if and to the extent required by the OHS Requirements);
- (c) promptly take all reasonable steps necessary to avoid recurrence of the violation;
- (d) communicate to the City its plan to avoid recurrence of the violation; and
- (e) without prejudice to the foregoing Section 6.3(c), promptly remove any person responsible for the violation from the provision of the Supply if reasonable to do so or if requested to do so by the City.

**6.4 Covenants Regarding the Environment**

- (a) The Supplier shall:
  - (i) at all times, be conscious of the importance of the protection of the natural, physical and biological environment at and in the vicinity of the Sites;
  - (ii) conduct, and cause its Representatives to conduct, their respective activities that relate to the Supply in a manner that shall have the least possible adverse effect on the natural environment and in compliance with all Environmental Laws and Consents, all at the Supplier's expense;
  - (iii) perform the Supply with the least degree of environmental degradation during and as a result of such performance; and

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(iv) without restricting the generality or application of any other provisions of this Agreement, comply, and cause its Representatives to comply, with all applicable Laws and Consents and with all plans and instructions contained in this Agreement or issued in writing by the City concerning the existence, Release, removal, handling, transport, storage, disposal and treatment of any Hazardous Substances or other materials that are or may be hazardous to the life or health of any person or that endanger the environment or that are regulated by applicable Law.

(b) During the term of this Agreement, the Supplier shall not bring or store or permit to be used at any Site, any Hazardous Substances unless such Hazardous Substances are (i) reasonably required to carry out the Supply, and (ii) brought or stored or permitted to be used at any Site in compliance with all Laws (Including Environmental Laws). The Supplier shall not Release nor permit the Release of any Hazardous Substances into the environment. The Supplier is solely responsible for all Hazardous Substances introduced to the Sites or the environment by the Supplier or its Representatives or Subcontractors, and the Supplier shall promptly and fully remediate, to the City's satisfaction, any release of Hazardous Substances on or from any Site, or in the vicinity of any Site.


**6.5 Further Covenants Regarding the Sites**

The Supplier shall:

- (a) at its sole cost, keep any portion of any Site used in connection with the Supply in a safe and tidy condition and to maintain and operate the Supplier's equipment in a good, workmanlike and safe manner; and
- (b) not to do anything at any Site which is or may become a nuisance, danger or disturbance to the City or to any other occupants or users of the Site or adjacent areas or to any works or structures or installations thereon.

**6.6 Covenants Against Encumbrances**

- (a) The Supplier shall keep each Site and the goods included in the Supply, and each part thereof, free of all Encumbrances filed pursuant to any Law or otherwise in respect of any such work or materials. In any event, if any Encumbrance has been filed in relation to the Site or any improvement thereon, or in relation to any goods included in the Supply, the Supplier shall cause any such Encumbrance to be discharged within 30 days after the Encumbrance has come to the notice of the Supplier.
- (b) The Supplier acknowledges and agrees that, in the event the Supplier fails to discharge any Encumbrance contemplated in Section 6.6(a) within 60 days of written notice of such Encumbrance being given by the City, in addition to any other right or remedy, the City may, but shall not be obligated to, discharge the Encumbrance by paying to the applicable Competent Authority, the amount claimed to be due or the amount due, together with a reasonable amount for costs and the amount paid by the City shall be paid by the Supplier to the City

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forthwith upon demand. In no case shall the City be required to investigate the validity of the Encumbrance prior to discharging the same in accordance with this Section 6.6(b).


**6.7 Absence of Conflicts of Interest**

- (a) Neither the Supplier, nor any of its Representatives has given or shall give or offer to give to the City or any official, officer, employee or agent of the City any gratuity, reward, advantage or benefit of any kind as consideration for doing or forbearing to do, or for having done or forborne to do, any act in connection with this Agreement.
- (b) To the best of the Supplier's knowledge, the Supplier, its Subcontractors, and their respective directors, officers, employees and agents have no pecuniary interests or any other current or past interests or dealings, including with any officials, officers or employees of the City, that would cause any conflict of interest or be seen to cause a conflict of interest in respect of the Supply. Should such a conflict or perceived conflict arise during the term of this Agreement, the Supplier shall declare it immediately in writing to the City. The City may direct the Supplier to resolve any conflict or perceived conflict to the satisfaction of the City. The Supplier warrants that neither the Supplier nor any of its Subcontractors, or any of their respective directors, officers, employees or agents, has any predisposition, affinity or association with any third party which would impair or be seen to impair or qualify the Supplier's provision of the Supply.

**ARTICLE 7  
PERSONNEL**

**7.1 Separate Personnel**

- (a) It is the intention of the Parties that any personnel utilized or supplied by the Supplier or any Subcontractor hereunder shall remain employees of the Supplier or Subcontractor, respectively, for the purposes of any applicable Law and no activity performed by such personnel shall be deemed to create or imply any employment or other like relationship between such personnel and the City. If contrary to this intention such personnel are treated as employees of the City for the purposes of any applicable Law, the Supplier shall indemnify the City against any loss, cost, expense, complaint, claim, levy, assessment, penalty or fine (including any Tax liability) resulting therefrom.
- (b) Neither the City nor the Supplier shall, and the Supplier shall ensure that none of its Representatives or Subcontractors shall, induce any employee of the other, who may work in connection with the Supply, to leave his or her current employer, and neither of them shall, and the Supplier shall ensure that none of its Representatives or Subcontractors shall, employ or make an offer of employment to any such employee of the other during the term of this Agreement or the period of 365 days after the termination of this Agreement without the express prior approval in writing of the employee's current employer.

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- (c) If any persons are brought by the Supplier into Canada for purposes of the Supply, the Supplier shall be responsible for all immigration matters, and for the expatriation and repatriation of such personnel, and the costs of the same shall be deemed included in the Contract Price.

**7.2 Changes in Personnel**

The City may request the removal or replacement of any personnel engaged by the Supplier or any Subcontractor in relation to any part of the Supply, provided that such request is made in writing stating the City's detailed reasons. The Supplier shall comply with such request as soon as reasonably practicable and shall bear the cost of replacement where the City is of the opinion that the personnel in question are guilty of misconduct, do not have acceptable qualifications or are otherwise unable or unfit to perform satisfactorily and safely. If the City requests a replacement for a reason other than the immediately aforementioned reasons, the City shall reimburse the Supplier its reasonable properly incurred costs of replacement.

**7.3 Key Project Personnel**

- (a) Where there are Key Project Personnel the Supplier shall:
  - (i) use best endeavours to retain Key Project Personnel for the duration of the provision of the Supply;
  - (ii) take reasonable steps to ensure that Key Project Personnel dedicate their time fully to the Supply (unless otherwise agreed or approved by the City in writing);
  - (iii) promptly inform the City should any of the Key Project Personnel leave, or give notice of an intention to leave the Supplier, and obtain a substitute or substitutes;
  - (iv) not reassign or allow the reassignment of the Key Project Personnel to other projects during the term of this Agreement without the City's prior written consent (such consent not to be unreasonably withheld or delayed); and
  - (v) take all reasonable steps to ensure that the Key Project Personnel perform their roles and responsibilities in accordance with any organisational structure agreed in writing between the Parties.
- (b) If:
  - (i) the Supplier wishes to reassign or to replace an individual designated as Key Project Personnel; or
  - (ii) an individual designated as Key Project Personnel gives notice of his or her intention to leave or is otherwise no longer able to perform the duties, including for reasons of illness, injury or personal hardship,

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the Supplier shall provide a substitute with experience and qualifications equivalent or greater than the Key Project Personnel to be replaced, and shall provide documentation to the City to establish such experience and qualifications.

- (c) Key Project Personnel who are reassigned to other work shall, to the extent possible, remain available to the project team until completion of the Supply.
- (d) All the Supplier's Key Project Personnel must be fluent in both spoken and written English, except as may be agreed to the contrary between the City and Supplier in relation to specific individuals or positions to be filled from time to time.

**ARTICLE 8  
REPORTING**

**8.1 Progress Reports**

- (a) Quarterly service reports shall be prepared by the Supplier and submitted to the City in a format reasonably acceptable to the City, or as otherwise required by the City, each within seven days after the last day of the month to which it relates.
- (b) Each such progress report shall include (as a minimum):
  - (i) detailed descriptions of the quantities and costs for Supplies and Services provided at each of the City's Sites;
  - (ii) copies of any quality assurance documents;
  - (iii) disclosure detailing the type(s) and quantity(ies) of fuel(s) used by the Supplier and its Subcontractors to operate vehicles, equipment and machinery in the delivery of the Supply from the date of the last such report (or, if none, from the Effective Date) to the date that is 15 days before the date of the report.
  - (iv) information and statistics relating to health, safety, environmental and community relations aspects of the Supply;
  - (v) health and safety statistics, including details of:
    - (A) any Safety Incidents or other injuries, accidents, or safety or near-miss incidents relating to the safety of the Supply; and
    - (B) any hazardous accidents, incidents and activities relating to environmental aspects of the Supply or community relations, including any Releases of any Hazardous Substances; and

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**8.2 Assistance regarding Reporting Requirements**

The Supplier shall, and shall cause its Representatives to, provide the City with reasonable assistance and information which is necessary to enable the City to comply with any Law.

**8.3 Other Reports**

- (a) The Supplier shall provide any additional reports and information regarding the Supply or the Site reasonably requested by the City at any time.


**ARTICLE 9  
PAYMENT; AUDITS**

**9.1 Payment to the Supplier**

- (a) Subject to ARTICLE 12 and Section 9.3, the City shall pay the Supplier for the Supply in accordance with Schedule B (Prices for Supply), following the receipt of invoices prepared and delivered in accordance with Section 9.2(b) and Section 9.3.
- (b) Unless otherwise expressly stated in the schedules hereto, the Supplier shall pay any and all costs, including freight, marine and transit insurance, Taxes, and transportation and delivery charges on all equipment or things of whatsoever nature provided by the Supplier as required by it for the purposes of the Supply and any other incidental costs and all such costs shall be deemed to be included in the Contract Price.
- (c) The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of Schedule B (Prices for Supply) and to have obtained all information and to have taken into account all circumstances, risks and other contingencies that may affect the cost of performing the Supply (including any circumstances, risks or contingencies that a contractor exercising Good Industry Practice would typically expect to encounter) and any other obligation under this Agreement. The Supplier shall not be entitled to any additional compensation beyond the Contract Price (including without limitation for escalation in the prices of goods, materials and labour) except as otherwise expressly stated in this Agreement.
- (d) Notwithstanding any other provisions of this Agreement, the Supplier shall not be entitled to payment for any Supply that has not been performed in compliance with the provisions of this Agreement.

**9.2 Purchase Orders; Content of Invoices**

- (a) The City shall from time to time issue purchase orders to the Supplier in relation to the Supply. These shall not have the effect of amending or waiving the application of any provision of this Agreement.
- (b) Each of the Supplier's invoices shall set out, as a minimum (and in such form or format as required by the City):

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- (i) the number of the purchase order of the City relating to the particular Supply to which the invoice relates;
  - (ii) an itemized list of the amounts owing;
  - (iii) name of person requesting the service
  - (iv) the time period to which the invoice relates;
  - (v) a description of the portion of the Supply to which the invoice relates;
  - (vi) the total amounts payable under the invoice;
  - (vii) all supporting documentation relating to disbursements; and
  - (viii) such other information as the City may require from time to time.
- (c) Any terms or conditions proposed by the Supplier to govern the Supply that are contained in any invoice (or in any shipping document, packing list or similar document) are void and of no effect, notwithstanding any statement in such document concerning the means by which the City may accept or be deemed to accept such terms or conditions.

**9.3 Procedure for Invoices**

- (a) The Supplier shall submit each of its invoices to the City, Attention: Accounts Payable, by email to [APInvoice@vancouver.ca](mailto:APInvoice@vancouver.ca), or to such other address as is specified in an applicable purchase order. The City shall thereafter pay the invoice within 30 days, provided the other requirements of this Agreement have been satisfied and subject to the other provisions hereof.
- (b) The City shall not be liable for any interest on any invoice amount in respect of any period for any reason.

**9.4 Currency of Payment**


All currency amounts stated herein are denominated in, all invoices hereunder shall be stated in, and all payments hereunder shall be made in, Canadian dollars.

**9.5 Contested Claims for Payment**

If any item contained in an invoice submitted by the Supplier is contested by the City, the City shall give prompt notice thereof, together with reasons to the Supplier.

**9.6 Audits**

- (a) The Supplier shall maintain up-to-date records and accounts which clearly document the provision of the Supply and shall make the same available to the City upon request. The City may request copies of all such records and accounts which shall be provided to the City by the Supplier (subject to reimbursement of the Supplier's reasonable copying costs and any other direct costs and expenses, if any) at any time prior to the expiry of 365 days after

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completion of all of the Supply or earlier termination of this Agreement. For avoidance of doubt, any records and accounts provided by the Supplier in accordance with this Section 9.6(a) shall be deemed to be Confidential Information;

- (b) Not later than three years after the completion of all of the Supply or earlier termination of this Agreement, the City can itself, on notice of not less than 14 days, require that a firm of accountants, surveyors or other auditors nominated by it audit any such records and accounts of the Supplier by attending during normal working hours at the office where the records are maintained. For avoidance of doubt, any records and accounts or other documents provided by the Supplier in accordance with this Section 9.6(b) shall be provided only subject to the accountants, surveyors or other auditors, and each of them, being subject to and agreeing to meet such of the Supplier's reasonable requirements as to confidentiality as the Supplier deems (at its sole discretion) to be appropriate in the circumstances; and
- (c) Any overpayments by the City discovered during the course of any such audit pursuant to Section 9.6(b) shall be payable by the Supplier to the City within 30 days of such discovery, and if the overpayments have been caused by an act or omission of the Supplier and the amount of those overpayments is no less than one quarter of the total amount paid by the City to the Supplier in respect of the Supply, then the costs of the relevant audit shall be for the account of the Supplier.

**9.7 Set Off**

Notwithstanding any provision to the contrary in this Agreement and without prejudice to any other remedy which the City may have (whether in common law or equity), the City shall be entitled to deduct from and set off against any sum(s) otherwise due to the Supplier hereunder any sums which are due from the Supplier to the City or which the Supplier is liable to pay to the City under this Agreement or in connection herewith (including without limitation any monies overpaid to the Supplier under this Agreement or otherwise due and payable to the City by reason of any error in payment under this Agreement).


**ARTICLE 10  
CERTAIN ADDITIONAL OBLIGATIONS OF THE CITY**

**10.1 Scheduled Items**

The City shall make available, free of cost and without delay or in accordance with any agreed timetable or schedule set forth in Schedule C (Items to be Provided by the City), to the Supplier for the purpose of the Supply, the personnel, equipment, facilities, services (including services of third parties) and information described in such Schedule C (if any), and in accordance therewith.

**10.2 Other Information**

The City shall, within a reasonable time following a written request by the Supplier, provide to the Supplier free of cost such further information, which the City considers

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relevant to provision of the Supply and which is either already in its possession or reasonably within its power to obtain.

**10.3 Decisions in Writing**

On all matters properly referred to it in writing by the Supplier, the City shall (wherever practicable) give its decision in writing within a reasonable time having regard to the Time(s) for Completion and the Supplier's obligations with regard to the Supply.

**10.4 Access to the Site**

Except to the extent prohibited by applicable Law or any Consent, the City shall grant to the Supplier non-exclusive, timely and in accordance with any agreed schedule, access (as the City is reasonably able to provide) to all necessary areas of the Site on and from the Effective Date and such other non-exclusive access as is necessary or appropriate to perform the Supply and the Supplier's other obligations in accordance with this Agreement.

Vancouver Police sites may require security clearance.

**ARTICLE 11  
LIABILITY AND INSURANCE**

**11.1 Covenants of Indemnification by the Supplier**

(a) The Supplier shall indemnify and keep indemnified and hold the City, the Other City Entities and their respective officials, officers, employees and agents harmless against all losses, liabilities, claims, demands, costs and expenses (including legal fees), fines, penalties and charges (including those imposed by statute or otherwise imposed), arising out of or in connection with, or consisting of:

- (i) any:
  - (A) damage to a Site or any part thereof, or any property whether located at a Site or otherwise, which occurs during the provision of the Supply;
  - (B) any claim by a Subcontractor under the *Builders Lien Act* (British Columbia);
  - (C) damage to the natural environment, including any remediation cost recovery claims;
  - (D) loss or damage arising from a claim by any third party concerning or arising out of the Supply, or by any employee or Subcontractor of the Supplier for any reason;
  - (E) occupational illness, injury or death of any person, whether at a Site or otherwise, which occurs during, or as a result of, the provision of the Supply;

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- (F) failure by the Supplier to fully comply with the provisions of this Agreement;
  - (G) breach by the Supplier or any Subcontractor of any Law in the course of, or as a result of, the provision of the Supply;
  - (H) actual or alleged infringement of any Intellectual Property Rights caused by the provision of the Supply or the use of any process, work, material, matter, thing or method used or supplied by the Supplier or any Subcontractor in the provision of the Supply; or
  - (I) breach of the warranties of the Supplier contained herein,  
in each case to the extent that it is due to any act, omission or default, or any breach of Law or this Agreement, of the Supplier, a Subcontractor or any Representative of the Supplier or any employee, agent or contractor of any of them; or
- (ii) any defect in a good, work or material provided as part of the Supply or any failure of any such good, work or material to function safely or to satisfy any applicable safety standard.
- (b) Nothing in this Section 11.1 nor otherwise in this Agreement shall limit or exclude any direct liability (whether in contract, tort, for breach of statutory duty or any other legal basis) of the Supplier to any person, including without limitation any liability for:
    - (i) the Supplier's default hereunder or fraud, fraudulent misrepresentation or reckless misconduct in the provision of the Supply; or
    - (ii) any loss or damage flowing from the termination of this Agreement.
  - (c) The Supplier appoints the City as the trustee of the Other City Entities and of their and the City's officials, officers, employees and agents in relation to the covenants of indemnification of the Supplier contained in this Section 11.1 and the City accepts such appointment.

#### 11.2 Contamination of Lands

Without limiting any other provision hereof or any other remedy available to the City hereunder, the Supplier agrees and covenants that if, at any time during the term or following the expiry of this Agreement, the Site or any other lands affected by the Supply are found to be contaminated or polluted (as determined pursuant to Environmental Laws) as a result of or in connection with the Supply, the Supplier shall forthwith at its sole cost:

- (a) undertake all necessary audits, investigations, tests and surveys to determine the nature and extent of the contamination or pollution;
- (b) notify the City of the nature and extent of the contamination or pollution and any proposed or required work necessary to control, abate, dissipate or remove

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(as appropriate) the pollution or contamination as required by Environmental Laws; and

- (c) undertake the work referred to in the foregoing paragraph (b).

### 11.3 Conduct of Claims

In the event of any claims, statutory fees, costs, charges, penalties (including without limitation any legal costs), contributions, compensations, cost recoveries, expenses or fines being levied or claimed from a person in respect of which an indemnity is provided by the Supplier pursuant to ARTICLE 11, the following provisions shall apply:

- (a) subject to Sections 11.3(b), 11.3(c) and 11.3(d), where it appears that a person is or may be entitled to indemnification from the Supplier in respect of all (but not part only) of the liability arising out of a claim, such person entitled to indemnification may at its sole election and subject to:

- (i) approval by any relevant insurers (without prejudice to Section 11.3(f); and

- (ii) the Supplier providing the party entitled to indemnification with a secured indemnity to its reasonable satisfaction against all costs and expenses (including legal expenses) that it may incur by reason of such action,

permit or require the Supplier to dispute the claim on behalf of the person entitled to indemnification at the Supplier's own expense and take conduct of any defence, dispute, compromise, or appeal of the claim and of any incidental negotiations; provided that the person entitled to indemnification shall give the Supplier (provided at the Supplier's cost) all reasonable cooperation, access and assistance for the purposes of considering and resisting such claim;

- (b) with respect to any claim conducted by the Supplier pursuant to Section 11.3(a):

- (i) the Supplier shall keep the person entitled to indemnification fully informed and consult with it about material elements of the conduct of the claim;

- (ii) the Supplier shall not bring the name of the person entitled to indemnification (or any Group Member thereof) into disrepute; and

- (iii) the Supplier shall not pay or settle such claims without the prior consent of the person entitled to indemnification, such consent not to be unreasonably withheld or delayed;

- (c) a person entitled to indemnification shall be free to pay or settle any claim on such terms as it thinks fit (and without prejudice to its rights and remedies under this Agreement) if:

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- (i) the Supplier is not entitled to, or is not permitted or instructed, take conduct of the claim in accordance with Section 11.3(a); or
  - (ii) the Supplier fails to comply in any material respect with the provisions of Sections 11.3(a) or 11.3(b);
- (d) the person entitled to indemnification pursuant to ARTICLE 11 shall be free at any time to give notice to the Supplier that it is retaining or taking over (as the case may be) the conduct of any defence, dispute, compromise or appeal of any claim (or of any incidental negotiations) to which Section 11.3(a) applies. On receipt of such notice the Supplier shall promptly take all steps necessary to transfer the conduct of such claim to the person entitled to indemnification, and shall provide to the person entitled to indemnification all reasonable co-operation, access and assistance for the purposes of considering and resisting such claim;
- (e) if the Supplier pays to the person entitled to indemnification an amount in respect of an indemnity and the person entitled to indemnification subsequently recovers (whether by payment, discount, credit, saving, relief or other benefit or otherwise) a sum which is directly referable to the fact, matter, event or circumstances giving rise to the claim under the indemnity, the person entitled to indemnification shall forthwith repay to the Supplier whichever is the lesser of:
- (i) an amount equal to the sum recovered (or the value of the saving or benefit obtained) less any out-of-pocket costs and expenses (including legal expenses) properly incurred by the person entitled to indemnification in recovering the same; and
  - (ii) the amount paid to the person entitled to indemnification by the Supplier in respect of the claim under the relevant indemnity,
- provided that there shall be no obligation on the part of the person entitled to indemnification to pursue such recovery and that the Supplier is repaid only to the extent that the amount of such recovery aggregated with any sum recovered from the Supplier exceeds any loss sustained by the person entitled to indemnification;
- (f) the Supplier shall inform the person entitled to indemnification of the requirements of any insurer who may have an obligation to provide an indemnity in respect of any liability arising under this Agreement and in relation to such the person entitled to indemnification shall issue instructions accordingly; and
- (g) any person entitled to an indemnity from the Supplier must take all reasonable measures to mitigate any loss, damage or liability that it may suffer in respect of any such matter.

11.4 Insurance

- (a) In addition to those mandatory insurance policies that the Supplier is required to carry by any applicable Laws, the Supplier shall take out and maintain in force, with a reputable insurance company, during the term of this Agreement and for a period of five years afterwards, commercial general liability insurance with coverage of not less than five million (\$5,000,000) per occurrence and at least five million (\$5,000,000) annual aggregate coverage endorsing the City as an additional insured on a primary and non-contributory basis and providing a waiver of subrogation in favour of the City.
- (b) The Supplier is required to carry an environmental impairment insurance policy with limits not less than five million (\$5,000,000) per occurrence with a deductible not greater than twenty five thousand dollars (\$25,000) covering third party bodily injury, property damage and clean-up costs arising out of a pollution event including but not limited to unexpected and unintentional spill, discharge, emission, dispersal, leakage, migration, release or escape of pollutants. Coverage will include the transportation. Loading and unloading of materials.
- (c) The Supplier is required to carry a motor vehicle liability insurance policy for vehicles owned and or operated by the Contractor in connection with this Contract with limits not less than five million (\$5,000,000) and a deductible of not more than twenty five thousand dollars (\$2,500).
- (d) The Supplier shall ensure that any Subcontractors also maintain the same insurance as the Supplier, having regard to the obligations under this Agreement which they are contracted to fulfil.
- (e) The Supplier's liabilities under this agreement shall not be deemed to be released or limited by the Supplier taking out the insurance policies referred to in Section 11.4(a).
- (f) The cost of the insurances arising under this Section 11.4 shall be deemed to be incorporated into the prices specified in Schedule B.
- (g) As a condition precedent to any payment from the City to the Supplier under this Agreement, and as and when reasonably requested by the City, the Supplier shall provide documentary evidence (to the reasonable satisfaction of the City, including by completing the City's standard reporting documents used for this purpose) that the insurances required by this Section 11.4 have been taken out and are being maintained.

ARTICLE 12  
FORCE MAJEURE; TERMINATION

12.1 Force Majeure

- (a) Neither Party shall be deemed to be in breach of this Agreement or otherwise liable to the other Party in any manner whatsoever for any failure or delay in

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performing its obligations under this Agreement reasonably due to Force Majeure.

- (b) If either Party's performance of its obligations under this Agreement is affected by an event of Force Majeure, then:
  - (i) it shall give written notice to the other Party, specifying the nature and extent of the event of Force Majeure, within ten days after becoming aware of the event of Force Majeure;
  - (ii) performance of such obligation(s) shall be deemed suspended but only for a period equal to the delay reasonably caused by such event;
  - (iii) it shall not be entitled to payment from the other Party in respect of extra costs and expenses incurred by virtue of the event of Force Majeure;
  - (iv) the Time(s) for Completion shall be extended to take into account such delay; and
  - (v) within five days of the cessation of any Force Majeure event, the Party affected thereby shall submit a written notice to the other Party, specifying the actual duration of the delay of its obligations caused by the event of Force Majeure and the consequences resulting from such delay, and submit a specific plan to minimize and mitigate those consequences.
- (c) The affected Party shall use all reasonable diligence in accordance with Good Industry Practice to mitigate the cause and the result of an event of Force Majeure and to remedy the situation and resume its obligations under this Agreement, including complying with any instructions from the City, as to how to do so.
- (d) Notwithstanding the obligations of a Party affected by an event of Force Majeure pursuant to Sections 12.1(b) and 12.1(c), if the event of Force Majeure renders it impossible or impractical for the Supplier to provide the Supply in accordance with this Agreement for a period of at least 45 days, the City may terminate this Agreement upon notice delivered to the Supplier at any time following the expiration of such period of 45 days.

#### 12.2 City Suspension and Termination Rights

The City shall have the following rights:

- (a) The City may order the suspension of all or part of the Supply at any time and for such period as it determines, by notice with immediate effect to the Supplier, in the event of a Safety Incident; and upon receipt of any such notice of suspension, the Supplier shall immediately cease performing the Supply, minimise expenditure and comply with any reasonable instructions of the City relating to such Safety Incident, including any investigations.



- (b) Without prejudice to Section 12.2(a), the City may suspend all or part of the Supply (for such period as it determines) or terminate this Agreement at any time (and for its convenience) upon thirty days' written notice to the Supplier, which shall immediately upon receipt of such notice take all reasonable steps to wind down the performance of the Supply and to minimise expenditure, including complying with any instructions from the City as to how to do so.
- (c) If the City reasonably considers that the Supplier is not discharging any of its material obligations under this Agreement, the City may inform the Supplier by notice stating the grounds for the notice. If evidence of remediation satisfactory to the City, is not received as soon as practicable or in any case within fourteen days or such longer period as agreed by the Parties, the City may by a further notice to the Supplier of at least fourteen days terminate this Agreement.
- (d) The City may terminate this Agreement with immediate effect if:
  - (i) the Supplier becomes bankrupt or insolvent, goes into liquidation, has a receiver or administrator appointed over it or any of its assets of undertaking, enters into any arrangement for the benefit of its creditors, becomes the subject of any moratorium or carries on business under a receiver, trustee, manager or arrangement for the benefit of its creditors, or if any act is done or event occurs which (under applicable Laws) has a similar effect to any of these acts or events; or
  - (ii) a Change in Control of the Supplier occurs and the City reasonably considers that the Change in Control shall substantively affect the Supplier's ability to perform its obligations under this Agreement.

### 12.3 Supplier Termination Rights

After giving at least seven days' written notice to the City, the Supplier may terminate this Agreement, or at its discretion and without prejudice to the right to terminate, may suspend or continue suspension of performance of the whole or part of the Supply when:

- (a) Ninety days after the due date for payment of an invoice, it has not received payment of that part which has not by that time been contested in writing by the City and provided always that:
  - (i) the Supplier has issued a notice of reminder to the City following the due date for payment in relation to such unpaid sum; and
  - (ii) the termination notice may not be issued until the expiry of thirty days following the issue of such reminder notice; or
- (b) the City commits any material or persistent breach(es) of its obligations under this Agreement which render(s) performance by the Supplier of its obligations under this Agreement or a substantial part thereof impossible or significantly adversely affect(s) such performance of this Agreement as a whole and further which, remain(s) irremediable after sixty days.

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
12.4 Consequences of Termination

The following consequences shall apply upon a termination:

- (a) On termination of this Agreement for any reason, the Supplier shall, as soon as reasonably practicable:
  - (i) deliver to the City all work and Documentation produced by or on behalf of the Supplier during the course of performing the Supply;
  - (ii) return (or destroy if otherwise directed by the City in writing) all Confidential Information provided to it for the purposes of this Agreement;
  - (iii) return all of the City's Site access cards, equipment and other items provided under this Agreement, failing which, the City may enter the relevant premises and take possession thereof, and, until any such access cards, equipment and other items have been returned or repossessed, the Supplier shall be solely responsible for its or their safe-keeping;
  - (iv) if so requested by the City, take reasonable steps to assign any Subcontractor contracts to the City and do all things and execute all documents necessary to give effect thereto; and
  - (v) otherwise comply with all reasonable requirements of the City arising from the cessation of the Supply or the continuing development of the Site.
- (b) The Supplier shall be entitled to be paid its reasonable properly incurred costs of compliance with Section 12.4(a) and its reasonable demobilization costs, up to a maximum of \$5,000, in aggregate, save in circumstances in which the City reasonably claims that the termination was a consequence of a Safety Incident or a default by the Supplier in the provision of any part of the Supply, in which case all such costs shall be for the Supplier's own account.
- (c) On termination of this Agreement for any reason, the Supplier shall be entitled to payment for any completed portion of the Supply rendered in full compliance herewith prior to the time of termination, in accordance with Schedule B (Prices for Supply).

12.5 Other Surviving Rights and Liabilities of Parties

- (a) Termination of this Agreement shall not prejudice or affect the accrued rights or claims and liabilities of the Parties.
- (b) After termination of this Agreement, the provisions of Sections 3.7 and 9.6, ARTICLE 11, ARTICLE 14, ARTICLE 15 and ARTICLE 17 shall remain in force.

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**ARTICLE 13  
ASSIGNMENT AND SUBCONTRACTING**

**13.1 Assignment**

Neither Party shall assign, transfer, mortgage, charge or deal in any other manner with this Agreement or any of its rights and obligations under or arising out of the Agreement (or any document referred to herein), or purport to take any such action without the prior written consent of the other.

**13.2 Subcontracting**

- (a) The Supplier shall not subcontract the whole or substantially all of the Supply without written permission from the City.
- (b) Without prejudice to the foregoing Section 13.2(a), save in the case of Subcontractor(s) whose role in the provision of the Supply is expressly provided for in the schedules hereto (and only to the extent so provided for), the Supplier may not subcontract any part of the Supply without the City's prior written consent.
- (c) The Supplier shall include in each contract by which it engages a Subcontractor a provision allowing the benefit of such contract to be assigned by the Supplier to the City upon request.
- (d) The Supplier shall not without the written consent of the City (which shall not be unreasonably withheld or delayed) initiate or terminate any contract with a Subcontractor.
- (e) If the Supplier is unable to enter into a contract with a Subcontractor whose role in the provision of the Supply is expressly provided for in the schedules hereto, it shall as soon as reasonably practicable inform the City of the reason for such inability and procure the services of a replacement subcontractor that is acceptable to the City, acting reasonably.
- (f) The Supplier shall be responsible for the acts, defaults or neglect or any omission of each Subcontractor, its employees and agents in all respects as if they were the acts and defaults or neglect or omission of the Supplier its employees or agents themselves.

**ARTICLE 14  
INTELLECTUAL PROPERTY**

**14.1 Assignment**

The Supplier acknowledges and agrees that the City is the exclusive owner of all right, title, and interests in and to the Documentation, including, without limitation, all Intellectual Property Rights therein. The Supplier shall assign and hereby assigns to the City all right, title, and interests in and to the Documentation, including, without limitation, all existing and future Intellectual Property Rights in and to the Documentation, effective upon their creation to the fullest extent permitted by Law.

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
Insofar as such right, title, and interest do not so vest automatically or immediately in the City by operation of law or under this Agreement, subject to Section 14.2, the Supplier holds legal title of all right, title, and interests in and to the Documentation, including, without limitation, all Intellectual Property Rights therein, in trust for the City and grants to the City an irrevocable, perpetual, fully paid-up, royalty-free, worldwide, transferable and non-exclusive licence to, itself and through contractors and agents, use, copy, amend, reproduce, modify and create derivative works of such Documentation for any purpose. Such licence shall include the right to sub licence to any third party without restriction.

**14.2 Further Assistance**

If and to the extent that any of the right, title, and interest in and to the Documentation, including, without limitation, all Intellectual Property Rights therein, is not assigned automatically or immediately to the City under Section 14.1, the Supplier undertakes, at the expense of the City and at any time either during or after this Agreement upon request from the City (notwithstanding that the City may do so in its own name and at its own cost), to execute all documents, make all applications, give all assistance and do all acts and things as may, in the reasonable opinion of the City, be necessary or desirable to vest all right, title, and interest in and to the Documentation, including, without limitation, all Intellectual Property Rights therein, in the City and to register them in, the name of the City and otherwise to protect and maintain such right, title, and interest. The Supplier further agrees to cooperate fully with the City both during and after the termination of this Agreement, with respect to signing further documents and doing such acts and other things reasonably requested by the City to confirm the transfer of ownership of the Documentation or to obtain or enforce patent, copyright, trade secret, or other protection for the Documentation. The Supplier shall not receive any consideration or royalties in respect of such transfer of ownership, beyond the fees, provided that the expense of obtaining or enforcing intellectual property protection shall be borne by the City.

**14.3 Supplier Undertakings and Representations and Warranties**

- (a) The Supplier undertakes:
  - (i) to notify the City in writing of the full details of Documentation promptly upon its creation;
  - (ii) whenever requested to do so by the City and in any event on the termination of this Agreement (as provided for in ARTICLE 12), promptly to deliver to the City all correspondence, documents, papers and records on all media (and all copies or abstracts of them), recording or relating to any parts of the Documentation which are in its possession, custody or power;
  - (iii) that the Supplier shall not, either during the term of this Agreement or thereafter, directly or indirectly, contest, or assist any third party to contest, the City's ownership of the Documentation or of any Intellectual Property Rights related thereto, and

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- (iv) not to register nor attempt to register any Intellectual Property Rights in the Documentation unless requested to do so by the City.
- (b) The Supplier represents and warrants to the City that:
  - (i) it has not given and shall not give permission to any Subcontractor or third party to use any of the Documentation, nor any of the Intellectual Property Rights in the Documentation, other than as provided for in this Agreement or otherwise in accordance with the instructions of the City;
  - (ii) it has not given, and shall not give, to the City, nor shall it use in the provision of the Supply, any confidential material or documents of any former client or customer of the Supplier or of any other third party, unless the Supplier has received prior written authorization to do so from the City and from the owner of the confidential material or documents;
  - (iii) it has the absolute right to make the assignments of the right, title, and interest in and to the Documentation contemplated in this Agreement and to grant the rights granted under this Agreement;
  - (iv) it is unaware of any use by any third party or any unauthorized use by a Subcontractor of any of the Documentation or any Intellectual Property Rights in the Documentation; and
  - (v) the use of the Documentation or the Intellectual Property Rights in the Documentation by the City shall not, to the knowledge of the Supplier, infringe any Intellectual Property Rights of any third party.

#### 14.4 Background Intellectual Property

Notwithstanding and superseding anything to the contrary in this ARTICLE 14, each Party retains title to all Intellectual Property Rights owned or possessed by it or any of its affiliates prior to or independent of performance of this Agreement and used by it in fulfilling its obligations under this Agreement, as well as any modifications or improvements made thereto in the course of performing this Agreement ("Background IP"). To the extent that one Party acquires any right, title, or interest in and to any aspect of the modifications or improvements to the Background IP of the other Party, such first Party shall assign such right, title, and interest to the second Party, immediately following such acquisition. If any of the Supplier's Background IP is included in or required to use the Documentation provided by the Supplier to the City, the Supplier hereby grants to the City an irrevocable, perpetual, fully paid-up, royalty-free, worldwide, transferable and non-exclusive licence (including the right to sublicense only to members of the City's Group) to, itself and through contractors and agents, use, copy, amend, reproduce, modify, create derivative works of, use, commercialize, and otherwise exploit the Supplier's Background IP but only to the extent required to use such Documentation for the purpose (or any reasonably inferred purpose) for which it has been provided or for the provision of the Supply under this Agreement (excluding any software source code).

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**14.5 Supplier Employees' and Subcontractors' Rights**

The Supplier:

- (a) warrants that the Supplier's employees, Subcontractors and agents have waived or shall have waived in whole all moral rights (including, without limitation, any similar rights allowing the rights holder to restrain or claim damages for any distortion, mutilation, or other modification of works or any part thereof, and to restrain use or reproduction of works in any manner) they may have in the Documentation;
- (b) indemnifies the City, its officers, agents, contractors and employees against any liability, cost, loss or damage (including legal costs on a solicitor-client basis) suffered or incurred that arises under any breach of the warranty contained in Section 14.5(a); and
- (c) must do all things requested by the City, including signing or procuring the signature of particular forms, to give full effect to Section 14.5(a).

**14.6 No Additional Remuneration**

The Supplier acknowledges that, except as provided by Law, no further remuneration or compensation (beyond that expressly provided for in this Agreement) is or may become due to the Supplier in respect of the performance of its obligations under this ARTICLE 14.

**ARTICLE 15  
PRIVACY; CONFIDENTIALITY**

**15.1 Freedom of Information and Protection of Privacy Act**


The Supplier acknowledges that the City is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia), which imposes significant obligations on the City's contractors to protect all personal information acquired from the City in the course of providing any service to the City.

**15.2 No Promotion**

The Supplier shall not, and shall ensure that its Subcontractors shall not, disclose or promote any relationship with the City, including by means of any oral declarations, announcements, sales literature, letters, client lists, press releases, brochures or other written materials, without, in each case, the express prior written consent of the City.

**15.3 Confidentiality Obligations**

Each Party shall keep the Confidential Information of the other Party confidential and each Party shall not use such Confidential Information except for the purpose of exercising or performing its rights and obligations under this Agreement or where, in the case of the City, otherwise necessary to pursue the public business of the City (a

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"Permitted Purpose"), or disclose the Confidential Information in whole or in part to any third party, except as expressly permitted by this ARTICLE 15.

**15.4 Disclosure to Representatives**

A Party may disclose the other Party's Confidential Information to those of its Representatives who need to know such Confidential Information for the Permitted Purpose, provided that it informs such Representatives of the confidential nature of the Confidential Information prior to disclosure, and at all times it is responsible for such Representatives' compliance with the confidentiality obligations set out in this ARTICLE 15.

**15.5 Disclosures Required by Law**


A Party may disclose Confidential Information to the extent required by any applicable Laws or by any Competent Authority provided that, where legally permitted, it notifies the other Party before doing so, gives the other Party a reasonable opportunity to take any steps that the Party considers necessary to protect the confidentiality of that information, and notifies the third person that the information is Confidential Information. In any event, a Party shall furnish only that portion of the Confidential information which it is legally required to disclose and shall use its reasonable endeavours to obtain a protective order or other reliable assurance that the Confidential Information shall be accorded confidential treatment.

**15.6 Other Disclosures by the City**

The City's obligations under this ARTICLE 15 are wholly subject to and qualified by, the applicable provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia) and, notwithstanding any other provision of this ARTICLE 15, the City may disclose Confidential Information in any manner compliant with such statute or otherwise in furtherance of its public role or duties, including in the course of publicly reporting to the Vancouver City Council.

**15.7 Interpretation; Enforcement and Survival**

- (a) Notwithstanding anything in this ARTICLE 15 to the contrary, nothing in this ARTICLE 15 shall affect the Parties' rights and obligations under ARTICLE 14.
- (b) The Parties acknowledge that a breach of any of the obligations or provisions contained in this ARTICLE 15 could cause the other Party to suffer loss which may not be adequately compensated for by damages and that the other Party may, in addition to any other remedy or relief, enforce the performance of this Agreement by injunction or specific performance upon application to a court of competent jurisdiction without proof of actual or special damage and notwithstanding that in any particular case damages may be readily quantifiable, and such breaching Party must not plead sufficiency of damages as a defence in the proceeding for such injunctive relief.

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ARTICLE 16  
TAXES

16.1 Taxes for Own Accounts

Unless otherwise expressly stated in this Agreement, any Taxes becoming due and payable by either Party pursuant to any applicable Laws as a result of the entering into, the performance of obligations under or the taking of payment pursuant to this Agreement, shall be for the account of that Party, and for greater certainty the Contract Price includes all such Taxes, except for applicable Taxes arising under all sales, excise and value added tax legislation (including, without limitation, the *Excise Tax Act* (Canada) and similar Canadian provincial legislation) (collectively, "Sales Tax") as a result of the sale of the Supply within Canada hereunder, unless it is clearly stated that they are intended to be Sales Tax-inclusive.


16.2 Withholding Taxes

- (a) Notwithstanding any other provision to the contrary, if the City determines that it is necessary to satisfy its obligations under any Law relating to Taxes, the City may:
  - (i) withhold an amount from a payment made to the Supplier; and
  - (ii) pay the withheld amount directly to the relevant Competent Authority.
- (b) If an amount withheld in accordance with Section 16.2(a) is paid by the City to the relevant Competent Authority, it is deemed to have been paid to the Supplier on the date on which the remainder of the payment to which it relates was paid to the Supplier.
- (c) The Supplier agrees and acknowledges that it has no claim against the City for any amounts withheld and paid to the relevant Competent Authority in accordance with Section 16.2(a).
- (d) If the City does not withhold an amount under Section 16.2(a) which it is required to withhold pursuant to any laws relating to Taxes, the Supplier agrees to pay that amount to the City; upon request by the City.
- (e) The Supplier agrees that the City shall not be required to increase any payment to the Supplier by the amount withheld by the City under Section 16.2(a)

ARTICLE 17  
DISPUTE RESOLUTION

17.1 Optional Procedure

All claims, disputes or issues in dispute between the City and the Supplier in relation to this Agreement shall be decided by mediation or arbitration, if the Parties so agree in writing, or, failing any such agreement, by the courts of competent jurisdiction in the Province of British Columbia.

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**17.2 Arbitration**

In the event that Parties agree to arbitration pursuant to Section 17.1:

- (a) the arbitration shall be conducted pursuant to the *Commercial Arbitration Act* (British Columbia) and shall be governed by the rules of the British Columbia International Commercial Arbitration Centre, except that the arbitrator or arbitrators shall be agreed upon by the Parties, and failing agreement by the Parties, shall be appointed by a court of competent jurisdiction within the Province of British Columbia;
- (b) the parties shall share equally the costs of the arbitration but shall be responsible for their own separate costs and expenses in relation to the arbitration including legal fees and disbursements; and
- (c) the arbitration shall take place in Vancouver, British Columbia and shall be governed by the laws of British Columbia.

**ARTICLE 18  
MISCELLANEOUS**

**18.1 Time of the Essence**

Time is of the essence of this Agreement, including without limitation in relation to the Time(s) for Completion.

**18.2 Costs**

Each of the Parties hereto shall pay their respective legal fees and other costs and expenses incurred in connection with the preparation, execution and delivery of this Agreement and all documents and instruments executed pursuant hereto and any other costs and expenses whatsoever and howsoever incurred.

**18.3 Benefit of this Agreement**

- (a) This Agreement shall inure to the benefit of and be binding upon the respective successors and permitted assigns of the Parties hereto.
- (b) Except as expressly set forth in the foregoing Sections 18.3(a) or 11.1, nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the City and the Supplier.

**18.4 Entire Agreement**

This Agreement constitutes the entire agreement between the Parties hereto with respect to the subject matter hereof and cancels and supersedes any prior understandings and agreements between the Parties hereto with respect thereto. There are no representations, warranties, terms, conditions, undertakings or collateral agreements, express, implied or statutory, between the Parties in relation to the subject matter hereof other than as expressly set forth in this Agreement.

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18.5 Amendments and Waiver

Subject to Section 3.9, no modification of or amendment to this Agreement is valid or binding unless set forth in writing and fully executed by both of the Parties hereto and no waiver of any breach of any term or provision of this Agreement is effective or binding unless made in writing and signed by the Party purporting to give such waiver and, unless otherwise provided, is limited to the specific breach waiver.

18.6 Notices

(a) Any order, demand, notice or other communication to be given to a Party in connection with this Agreement must be given in writing and must be given by personal delivery to a City's Manager or a Supplier's Managers, as applicable, or delivered by registered mail, by courier or by electronic transmission (with delivery confirmation), addressed to a City's Manager or a Supplier's Manager, as the case may be, or, in each case to such other individual as is designated in writing by the relevant recipient Party. If given by registered mail, courier or electronic transmission, any such demand, notice or other communication must be given at the relevant address or facsimile number listed below:

(i) if to the Supplier:

Care Pest and Wildlife Control  
#1 - 3888 North Fraser Way  
Burnaby, BC, V5J 5H6

Attention: Peter Steinfort  
Facsimile: 604.432.9425

(ii) if to the City:

City of Vancouver  
Supply Chain Management  
453 West 12<sup>th</sup> Avenue  
Vancouver, BC V5Y 1V4


Facsimile: 604.873.7057

or to such other address or facsimile number as may be designated by notice given by either Party to the other, provided that, notwithstanding the foregoing, the Supplier's invoices shall be addressed as specified in Section 9.3 or as otherwise specified in the relevant City purchase order.

(b) Any order, demand, notice or other communication shall be conclusively deemed to have been given:

(i) if given by personal delivery, on the day of actual delivery thereof;

(ii) if given by registered mail, on the tenth Business Day following the deposit thereof in the mail;

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- (iii) if given by courier, on the Business Day following confirmation by the courier that the notice has been delivered; and
- (iv) if given by electronic transmission, on the day of transmittal thereof if given during the normal business hours of the recipient and on the Business Day during which such normal business hours next occur if not given during such hours on any day.

Notwithstanding the foregoing, if the Party giving any demand, notice or other communication knows or ought reasonably to know of any difficulties with the postal system which might affect the delivery of mail, any such demand, notice or other communication must not be mailed but must be given by personal delivery, courier or electronic transmission.

**18.7 Governing Law and Jurisdiction**


- (a) This Agreement is governed by and must be construed in accordance with the laws of the Province of British Columbia.
- (b) All provisions of the *International Sale of Goods Act* (British Columbia) are specifically excluded from application to this Agreement.
- (c) This Agreement is subject to the exclusive jurisdiction of the courts in the Province of British Columbia except:
  - (i) as otherwise agreed by the Parties pursuant to ARTICLE 17; and
  - (ii) to the extent necessary to enforce, in another jurisdiction, any decision or award made pursuant to ARTICLE 17 or any judgment of any court in the Province of British Columbia.

**18.8 Further Assurances**

Each Party agrees to do all things and execute all deeds, instruments, transfers or other documents as may be necessary or desirable to give full effect to the provisions of this Agreement and the transactions contemplated by it.

**18.9 Severance**

If any term or condition of this Agreement is for any reason held to be illegal, invalid, ineffective, inoperable or otherwise unenforceable, it shall be severed and deemed to be deleted from this Agreement and the validity and enforceability of the remainder of this Agreement shall not be affected or impaired thereby. If any term or condition of this Agreement is found to be illegal, invalid ineffective, inoperable or otherwise unenforceable, but would not be so if some part of it were deleted, the term or condition shall apply with such modifications as may be necessary to make it enforceable.

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**18.10 Counterparts**

This Agreement may be executed in any number of counterparts. All counterparts, taken together, constitute one instrument. A Party may execute this Agreement by signing any counterpart.

**18.11 Independent Legal Advice**

THE SUPPLIER ACKNOWLEDGES THAT THE SUPPLIER HAS BEEN GIVEN THE OPPORTUNITY TO SEEK INDEPENDENT LEGAL ADVICE BEFORE EXECUTING THIS AGREEMENT.

**18.12 Electronic Execution**

Delivery of an executed signature page to this Agreement by either Party by electronic transmission shall be as effective as delivery of a manually executed copy of this Agreement by such party.

IN WITNESS WHEREOF this Agreement has been executed as of the day and year first above written by and on behalf of the Parties by their duly authorized signatories.

Care Pest and Wildlife Control

\_\_\_\_\_  
Signature Peter Steinfort - Manager


CITY OF VANCOUVER

\_\_\_\_\_  
Signature Paul Bruce - Manager of Contracts and Administration Date

\_\_\_\_\_  
Signature Nick Kassam - Chief Purchasing Official Date

\_\_\_\_\_  
Signature Bill Aujila - General Manager, Real Estate and Facilities Management

\_\_\_\_\_  
Signature Jonathan Snoek - Assist General Manager, Park Board

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SCHEDULE A -  
SCOPE OF GOODS AND SERVICES

A) Requirement A - Preventative Services

*Purpose*

An Integrated Pest Management (IPM) approach will cover all of the City's facilities as identified in Schedule B – Prices for Supply on an ongoing pest maintenance program. The purpose of the regular pest maintenance visits is to keep the pest concerns to an ultimate minimum by providing multiple lines of defense, which primarily rely on monitoring devices in and around the affected buildings and sites.

*Coverage*

Coverage at each of the sites would include pest control maintenance for the most common structural pests, including but not limited to rats, mice, cockroaches, silverfish, store product pests and non-wood boring ants.

*Frequency of Service*

Services are to be provided as defined in Schedule B – Prices for Supply. The City's ongoing maintenance schedules would be serviced at a time and/or day that cater to their facility's needs, on either a monthly, bi-monthly or seasonal basis.

*Maintenance Visits*

Upon each service, Supplier will perform inspections and/or treatments for the services listed below.

i) Inspections

At each of the sites, the Supplier will be meeting with the site designate to check in, get updated reports from the site's logbook (where necessary) and treat as necessary. However, one of the major duties at each visit will be inspections and reporting. These inspections will be in all of the common areas, and the Supplier will look for any potential or existing pest problems that may be evident in the facilities. Site inspections also provide suggestions regarding potential entry points of rodents and even wildlife, to ensure the activity of these pests do not interfere with the public's well-being. Inspections are to provide a preventative approach to the pest management program.

ii) Treatments

Once on site for on call or ongoing maintenance visits and after thorough inspections have taken place, the Supplier will propose to treat in the least invasive, yet highly effective manner possible. Treatment is to be in a way that is safest to all

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the occupants, facility contacts, on-site staff, and even other wildlife and domestic pets. This will include the use of non-pesticide monitoring blocks in secure, tamper-resistant bait stations (which can be referred to as a "rodent bait box") that will be installed in all commons areas (both on the exterior and interior of the buildings). Examples of locations of where the Supplier will install these boxes include parking areas, locker / storage rooms, hydro, electrical, mechanical and maintenance rooms, and around the exterior of the building (please note that these stations are tamper resistant, will be anchored and placed in areas inconspicuous to small children and pets). The Supplier will be sure to supply a written report to the appropriate City of Vancouver contact(s) which indicates the box location, date of installation and future removal.

The monitoring blocks, referred to as "Detex" (MSDS available upon request), allow the Supplier's qualified technicians to watch for activity, which means that pests such


as rats and mice are present. Once identified that the non-pesticide bait is indeed being eaten and rodent activity is confirmed, the next step is to initiate a rodent treatment program. One option is to incorporate a non-pesticide, environmentally friendly, trapping program. The traps that the Supplier's technicians will monitor regularly allow rodents to be caught and disposed of in a safe and effective manner, while keeping the pest population to a minimum and using environmentally friendly products. Traps will be set in areas safe from small children and pets, but very accessible to rodents. The Supplier will supply a written report

to the appropriate City of Vancouver contact(s) which indicates the trap location, date of installation and future removal.

Another alternative for a rodent treatment program is the usage of "Contra Blox" (see copy of label in Appendix K), which would be used in conjunction with tamper resistant bait stations. The bait used is installed on fixed, stainless steel metal rods that make bait translocation virtually impossible, yet effective for the rodents to reach, eat and perish within days. Once the activity level has diminished to an acceptable level, we will replace the rodenticide bait with our monitoring blocks. The bait stations used will comply with federal regulations as illustrated in Appendix K (in Supplier's submission) in the "Guidance for Rodent Bait

Stations" excerpt from the Canadian Pest Management Association.

Other monitoring treatments will include the use of non-pesticide "sticky" traps for both insects and smaller rodents. These devices can be placed in and around the premises that will be checked, inspected and maintained at each of the scheduled preventative visits. Should there be an immediate necessity for treatment in any common areas (depending on the type of pest), a low-toxic application can be issued on the day of the visit, if there is no need for sign posting. In a case where signs would be need to posted to notify all tenants and workers, a scheduled appointment will be booked with the Supplier's office staff and the City of Vancouver site designate, in that all the appropriate stay-out times, and possible treatment products are listed and made evident. This ensures the safety of everyone involved, and keeps the treatment area very specific posing the least

CoV Initial: 

Care Pest Initial:

disruption to the building's occupants. See Appendix I (of the Supplier submission) for a sample "Notice of Pesticide Use" sign that would be posted at a City of Vancouver location.

*Pest Maintenance Summary*

The Supplier's proposed pest maintenance program will provide the City and its respective sites, site designates and everyone that uses these facilities, residences and sites with the most extensive coverage using sustainable and proactive inspection / treatment techniques, while balancing that coverage with value and practicality.

**B) Requirement B - Reactive Services**

This section explains, in detail, the pests and wildlife we are able to control, as well as the treatment methods used, the frequency of visits needed to control / eradicate the problem pest as well as warranties.

All methods and procedures shall be in accordance with the Integrated Pest Management (IPM) Act. The Act enforces the lesser use of pesticides by implementing Integrated Pest Management (IPM) procedures to eliminate or control existing pest problems. These signs indicate that a pesticide treatment is taking place, and also include the name of the company applying the product, the date of the treatment, the product used and contact numbers for further information.

The overall idea behind the Act is to reduce the overall use of pesticides in structures and grounds, as well as bring awareness to the public on what product is being applied should a pesticide need to be used to solve a pest problem. All of the treatments for any pest incorporate IPM practices, including monitoring, promoting improved sanitation, structural modification recommendations / renovations, education to tenants, building contacts / site designates, mechanical, biological and the use of low-toxicity pesticides (in the event the non-pesticide alternatives do not provide suitable pest threshold limits deemed satisfactory by the tenants and/or building contact(s)).

All pesticide products will be used in accordance to the label. Also, any waste encountered on the job site shall be discarded with respect to the pesticide label, the IPM Act, WCB guidelines and federal, provincial and municipal regulations / bylaws. Illustration of control plans for each of the pests that are expected to be encountered is shown below:


Ants – Carpenter

*Inspection*

The Supplier will look for any potential nesting sites and see if it is possible to eliminate / replace

these sources (for example, tree stumps, rotten fence posts, siding, beams, etc.). We will recommend any shrubs that are right up against the side of the structure to be trimmed back at least two feet, or be removed completely.

*Treatment Procedures*

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Care Pest Initial:

Any nests that are found will be vacuumed up (using a HEPA filter), or low toxicity products like boric acid or pyrethrins will be used for elimination. Should these methods not be enough, we will then increase our treatment procedure to involve the use of a residual treatment, in this case, 0.5% permethrin (Material Safety Data Sheets available upon request). Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames and structurally exposed wood. Outdoors, our treatment would include a crack and crevice treatment along the perimeter of the facility, where the foundation meets the soil, as well as any potential ant nesting sites. All applications will be done using a hand held compressed air sprayer, actisol machine, foamer and/or duster. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental Pest Control Products Used*

HEPA Vacuum

Boric Acid

Pyrethrins

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Insecticide Dust

**Ants – Field**

*Inspection*

These ants are typically found in soil near rocks and foundations as well as under slab. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, we will first use low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, we would use a 0.5% permethrin formulation for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice treatment along the perimeter of the building, where the foundation meets the soil, as well as all cracks in concrete surrounding the problem area(s). All applications will be done using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental / Conventional Pest Control Products Used*

Insecticide Baits (a.k.a. "Drax", "Avert", "Maxforce" and "Safer")

**Ants – Moisture**

CoV Initial: *W*

Care Pest Initial:



*Inspection*

These ants are found in rotting wood; wood in contact with soil or under slab. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, the Supplier

will first use a low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is a food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, 0.5% permethrin formulation shall be used for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice treatment along the perimeter of the building, where the foundation meets the soil, as well as all cracks in concrete surrounding the problem area(s). All applications will be done using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental / Conventional Pest Control Products Used*

Insecticide Bait (a.k.a. "Drax", "Avert", "Maxforce" and "Safer")

## Ants – Pavement

*Inspection*

These ants are typically found in soil, mostly underneath slab and concrete. In the event they are found in a suite, we would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants are just a nuisance pest and pose no real threat or structural damage to a facility. In the event they are inside a suite or other area and need to be eliminated, the Supplier

will first use low-toxicity insecticide bait. This bait is applied with a syringe and is applied inside cracks and crevices where the ants hide. The ants eat the bait and subsequently feed the rest of their nest too. No odours are present during this application as it is food bait, so this treatment does not require vacating the premises or the posting of signs.

Should the insecticide bait not work, the Supplier will then progress to an insecticide, residual

treatment. Here, we would use a 0.5% permethrin formulation for this problem.

Treatment indoors involves applying a crack and crevice treatment to all baseboards, door and window frames. Outdoors, our treatment would include a crack and crevice

CoV Initial: 

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treatment along the perimeter of the building, where the foundation meets the soil, as well as all cracks in concrete surrounding the problem area(s). All applications will be done using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental / Conventional Pest Control Products Used*

Insecticide Bait (a.k.a. "Drax", "Avert", "Maxforce" and "Safer")

Ants – Pharaoh

*Inspection*

These ants are found in any void inside the structure (eg. walls, electronic and household appliances). Any suites / rooms that have a problem, would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

These ants can only be controlled through the use of insecticide baits. Here, the Supplier will

inspect where the major areas of activity are, determine their runways, and install ant discs throughout these areas. As pharaoh ants are extremely difficult to control, the use of multiple baits is probably necessary, so different discs will be installed, as well as the use of ant bait applied from a syringe. The syringe application will be administered to all cracks and crevices where ants will travel, but in quantities too minimal to pose any hazard to children or pets in the room(s). Bi-weekly or monthly monitoring of our bait will need to be done to see if these ants are accepting the product(s) we have been placing. Material Safety Data Sheets available upon request for the ant discs and ant insecticide baits.

*Environmental / Conventional Pest Control Products Used*

Insecticide Baits (a.k.a. "Drax", "Avert", "Maxforce" and "Safer")

Insecticide Discs (a.k.a. "Maxforce")

Boric Acid


Bedbugs

Bedbugs are rapidly emerging pests that are slowly starting to dominate the industry. With respect to C sites, we suspect areas that are vulnerable would be the dorm rooms in the fire halls. Bedbugs require an aggressive approach, beginning with thorough inspections.

1) Inspections

Inspections for bedbugs require a keen eye, a thorough inspection throughout a room, going through every conceivable area where they can hide (including mattresses, box springs, bed frames, night tables, curtain rods, picture frames, baseboards, closets, upholstered furniture, dressers, armoires, boxes, containers, etc.) and a very strong flashlight. The Supplier's senior staff shall have extended bed bug training.

The Supplier will look for actual bed bugs or their fecal matter, which looks like a dark spot (equivalent to a pepper kernel size). Inspections should not be in the problem suite only, but the suites / rooms beside, above and below the problem unit(s). Bedbugs have

CoV Initial: 

Care Pest Initial:

a habit of invading neighbouring suites / rooms. They are also excellent at hiding in the smallest of openings, making detection extremely difficult.

The use of scent detection dogs as a form of bedbug inspections shall be incorporated.. The Supplier's K9 teams shall be professionally accredited and undergo daily training to keep up with their inspection techniques.

#### II) Treatments

##### i) Environmentally Friendly Techniques

The Supplier will incorporate the use of a dry steamer and a HEPA vacuum in the bedbug treatments. The key to success is thoroughness. The Supplier will go through all of the materials within a room, turning over upholstered cushions, mattresses, box springs and going through dresser drawers, closets, containers and anywhere else where bed bugs hide. The Supplier will also clean along baseboard areas, especially where the carpet or floor meets the wall.

##### ii) Environmental Pest Control Products

Bed bug encasements that envelope the box spring and Mattresses shall be used. Also, all clothing and bed sheets must be washed in warm or hot water and then heat dried to kill off any bed bugs that may be present. The Supplier also

recommend the use of bed bug monitors and "climb ups" that allow continual monitoring of bed bug activity. An example of where these would be useful would be in the firehalls, where there are beds and lockers full of personal belongings that could potentially become bedbug infested.

##### iii) Alternate Techniques

In the event the environmental techniques are not delivering results, the Supplier will elevate the service to include a low-toxicity pesticide treatment. The Supplier would proceed to treat with 0.5% permethrin along all baseboards and everywhere else bedbugs are found (as mentioned earlier). For mattresses, box springs and upholstered furniture, we will use a non-residual product called "pyrethrins" so as to eliminate any chance of exposure to the pesticide.


#### Carpet Beetles

##### *Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include pantry and clothes closets and clothes storage areas (such as dressers, armoires and clothes trunks).

These monitoring devices would be checked within three to seven days after placement, to give us a better idea of the population and activity levels throughout the affected areas.

Once the data is retrieved, the Supplier will then make an assessment as to where the problematic areas are, and provide a treatment solution. Any suites / rooms that have a

CoV Initial: 

Care Pest Initial:

problem, would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

In the event they are in a common area, all proper postings and notifications will be given.

*Environmental Pest Control Products Used*

HEPA Vacuum

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Cockroaches

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include under kitchen and bathroom sinks, kitchen cupboards, behind kitchen appliances, pantry closets and any food storage areas. These monitoring devices would be checked within three to seven days after placement, to give us a better idea of the population and activity levels throughout the affected areas. Once our data is retrieved, the Supplier shall then make an

assessment as to where the problematic areas are, and provide a treatment solution. Any suites / rooms that have a problem, would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

The Supplier will instruct tenants to clean behind any major appliances or any other problem areas where cockroaches harbour. Then see if any obvious cracks and crevices can be sealed using silicone compounds (i.e. caulking) and vacuuming (using HEPA filters) any existing adults or egg capsules.

Should this treatment not be enough, we will then use low odour gel bait called "Maxforce" or "Avert" (Material Safety Data Sheets available upon request) that is applied using a syringe. The syringe application will be administered to all cracks and crevices where cockroaches will travel or hide, but in quantities too minimal to pose any hazard to children or pets in the rooms. This bait is safe to apply when people are present, vacancy of the area is not required.


*Environmental / Conventional Pest Control Products Used*

Insecticide Bait (a.k.a. "Maxforce" or "Avert")

Dead Rodent Removal

Occasionally, there will be a report from a tenant or site designate that there is an odouriferous smell emanating from a room. It's possible that there could be a dead mouse or rat in behind a wall or ceiling void. The Supplier will provide a service whereby they come

out and source where that rodent is, and retrieve it. It should be noted that before any cutting or removal of drywall or fixtures, the appropriate City of Vancouver authorities will be notified first.

CoV Initial: 

Care Pest Initial:

In other cases, your buildings may have a dead bird, squirrel or rodent exposed on a lawn or tenant's patio / balcony. Once the Supplier is notified, they shall come out and properly dispose of the carcass. All waste will be discarded with respect to the IPM Act, WCB guidelines and federal, provincial and municipal regulations / bylaws. Carcasses will not be disposed of on the building or work site.

#### Environmental Cleanup

This is a service that can be provide, in the event they want an attic, wall void or crawlspace professionally cleaned up of all rodent droppings. The cleanup is done by first applying a Viricide treatment to the affected area(s), which contains any pathogens that might get dispersed upon removal of the droppings, waste or insulation. Once the viricide has been applied, The Supplier will then proceed to remove all waste material (our technicians are protected with Tyvec suits, eye goggles and gloves). The room or area being worked in is enveloped with plastic to prevent cross contamination. The waste material is properly discarded with respect to WCB guidelines and federal, provincial and municipal regulations / bylaws. The Supplier will then use a HEPA Vacuum and remove any remaining waste matter that might not have been picked up on the initial removal.

Once completed, the area is reinsulated and screen off any points of entry that mice or rats can potentially get into using 1/4" galvanized screen. This will help keep the cleaned area free of any future rodent infestations and their waste matter.

#### Fleas

##### *Inspection*

Fleas are an ectoparasitic pest that feed on pets as well as people. Fleas are typically found around pet's bedding areas, as well as where people sit or sleep. To determine if there are fleas present in suite, visual sitings are the ideal way to ensure that they are in fact fleas, and not another pest like bedbugs.

##### *Treatment Procedure(s)*

The initial treatment would involve a vacuuming. If thorough vacuuming (using HEPA filters) or steam cleaning does not work, the Supplier will proceed to install flea traps (such as our light traps) in all problem areas. These will be placed away from tenants or pets, but still accessible to fleas.

If these are not enough, a pesticide treatment usirig 0.5% permethrin and an insect growth regulator called "Precor" (Material Safety Data Sheets available upon request) will be used. Application involves spot treatments throughout the problem area(s) using a hand held compressed air sprayer. In the event they are in a common area, all proper postings and notifications will be given.

##### *Environmental Pest Control Products Used*

Light Traps  
HEPA Vacuum  
Carpet Shampooer / Steamer

CoV Initial: 

Care Pest Initial:

*Conventional Treatment (Products Used)*

Permethrin (a.k.a. "Dragnet")  
Methoprene (a.k.a. "Precor")

Flies

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas, depending on the type of fly (there are several different types that your tenants could experience, such as fruit, drain, house, cluster and blow flies).

Areas where flies are typically found include under kitchen and bathroom sinks, pantry closets, storage areas, garbage and compost areas. These monitoring devices would be checked within three to seven days after placement, to give better idea of the population and activity levels throughout the affected areas. Once the data is retrieved, an assessment as to where the problematic areas are, and a treatment solution is to be provided

*Treatment Procedure(s)*

To control these pests, the Supplier will thoroughly inspect the problem area (usually the kitchen) to determine why they might be in the premises. The Supplier will instruct staff to clean behind

any major appliances, flush and clean the drains / garbage disposal unit(s) or any other problem areas where these flies might harbour. Should the problem still persist, the Supplier will

increase our treatment to using fly traps, including the use of lights, "Gold Sticks" or bottle traps. We also have an enzyme cleaner / foamer (a biological agent known as "Bio-Plus", Material Safety Data Sheets available upon request), which can be used in drains and under appliances where organic matter tends to accumulate. This will eliminate the adult flies as well as their feeding material, making it difficult / impossible to continue breeding.

Should the problem still persist, a product like "Tempo" will be used throughout the facility (Material Safety Data Sheets available upon request) in accordance to the label. A crack and crevice application to non-food areas and non-food preparation areas would be applied using a hand held compressed air sprayer (examples of these areas include baseboards, cracks and crevices in walls or false ceiling voids and under sinks or pipe openings). In the event they are in a common area, all proper postings and notifications will be given.

*Environmental / Conventional Pest Control Products Used*

Insect Light Traps ("ILT's")  
"Gold Stick" Fly Traps  
"Bio-Plus" Biological Enzyme Agent  
Pyrethrins

CoV Initial: 

Care Pest Initial:

**Inspection**

In cases where a tenant or site designate finds a "bug" or sample of something, and they're not sure what it is, to the Supplier will come out and provide a "bug i.d.". If the sample cannot be identified on the spot, the Supplier will utilize their lab and technical library to help identify any "bugs" that might be found that cannot be immediately identified on site. The Supplier's reference materials and electronic microscopes will be used o fully identify any pests that the City of Vancouver's buildings might get, help formulate a strategic pest treatment programs to eliminate or control a problem. Once identified, depending on the pest, the Supplier may want to further inspect neighbouring suites / rooms beside, above and below the problem unit, so as to contain the situation. Once our inspection is complete, a treatment plan will be formulated.

**Mice Baiting / Trapping***Inspection*

Harbourage and feeding areas would be sought after. These areas include around compost bins, woodpiles, exterior clutter, sheds, attics and crawlspaces. Rub and gnaw marks would indicate an activity area. The use of black lights indicate runways as they would pick up phosphorous from urine deposits. Any suites / rooms that have a problem, would have to have neighbouring units beside, above and below the problem suite inspected in order to assess the extent of the problem.

*Treatment Procedure(s)*

A thorough inspection shall be made of the premises to see why they might be in a particular area. From here, elimination of food sources / clean up of organic matter will be instructed to the tenant(s). If there are active entry points, screening may be installed using ¼" galvanized hardware cloth, provided it won't trap the mice inside the premises. Traps will then be used, and checked on a weekly basis thereafter, until the problem is resolved. Any fecal matter that needs to be cleaned up would be done by disinfecting the matter first, then vacuuming using a HEPA filter.

Should traps not work, the Supplier will then escalate the service to involve the use of rodenticides, which will be placed in areas safe from small children and pets. The bait will also be in tamper-resistant bait stations, offering further protection. All bait and bait stations will be used in accordance to the label and federal regulations. For a sample label of the bait used as well as a guide to the proper use of bait stations which is to be complied by, please refer to Appendix K (of the Supplier's proposal)

The Supplier shall also supply a written report to the appropriate City of Vancouver contact(s),

indicating location, date of installation and removal of any traps or bait boxes.

*Environmental Pest Control Products Used*

¼" galvanized screen

HEPA vacuum

Snap traps

*Conventional Treatment (Product Used)*

Rodenticide Bait

CoV Initial: 

Care Pest Initial:

Moths – Clothes

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include pantry and clothes closets and clothes storage areas (such as dressers, armoires and clothes trunks).

These monitoring devices would be checked within three to seven days after placement, to give us a better idea of the population and activity levels throughout the affected areas.

Once the data is retrieved, we can then make an assessment as to where the problematic areas are, and provide a treatment solution.

*Treatment Procedure(s)*

A thorough vacuuming of the problematic area(s) would be an initial step. Problematic areas include along carpet edging, window frames, dressers, closets, armoires and clothes trunks. Vacuuming must be done in conjunction to warm water washing or dry cleaning all of the clothes that might be stored in the problem area(s).

If this treatment does not deliver the desired results, a low-toxicity pesticide treatment using 0.5% permethrin will be done in all the problematic areas mentioned earlier.

*Environmental Pest Control Products Used*

HEPA Vacuum

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Moths – Indian Meal


*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include under kitchen and bathroom sinks, pantry closets and storage areas. These monitoring devices would be checked within three to seven days after placement, to give a better idea of the population and activity levels throughout the affected areas. Once the data is retrieved, an assessment will be made as to where the problematic areas are, and provide a treatment solution.

*Treatment Procedure(s)*

The motto is, "if in doubt, throw it out!". Any non-perishable food stored in kitchen and pantry cupboards is susceptible. Once this procedure is done, the next step is to thoroughly clean all the kitchen and pantry cupboards. Using a vacuum cleaner is recommended, so as not to push any more organic matter into the cracks and crevices in the cupboards, as these cracks act as feeding troughs to stored product pests (as well as cockroaches!).

After this step, caulking any obvious cracks and crevices is recommended to help prevent future infestations or entry of pests from neighbouring suites / rooms. The next step is to install Indian meal moth traps that have a pheromone in them that attract male

CoV Initial: 

Care Pest Initial:



moths, effectively eliminating any chance of reproduction. This trap process takes two to three weeks before results are noticed.

In the event there is still activity after several weeks, then elevate the treatment to a low toxicity pesticide treatment. The Supplier will treat along baseboards (especially behind kitchen appliances) and all cracks and crevices in kitchen and pantry cupboards using 0.5% permethrin.

*Environmental Pest Control Products Used*

HEPA Vacuum  
Silicone (Caulking) Compound  
Pheromone Traps

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Rat Baiting / Trapping

*Inspection*

Harbourage and feeding areas would be sought after. These areas include around compost bins, woodpiles, exterior clutter, sheds, attics and crawlspaces. Rub and gnaw marks would indicate an activity area. The use of black lights indicate runways as they would pick up phosphorous from urine deposits.

*Treatment Procedure(s)*

Snap traps would be set for the elimination of rats within a structure. The traps will be placed in inaccessible areas or inside a tamper resistant bait station to avoid someone accidentally getting their fingers or feet caught in the trap. All locations of traps will be marked in the Supplier's logbook. Screening of obvious points of entry will be sealed using ¼"

galvanized hardware cloth, but only after the problem has been rectified. Weekly monitoring of the traps will be performed, until the problem is resolved. Any fecal matter that needs to be cleaned up would be done by disinfecting the matter first, then vacuuming using a HEPA filter.

Assuming the building is properly sealed from rats, in the event there is an exterior rat problem, the Supplier will use rodenticides in anchored, tamper-resistant bait stations around the perimeter of the complex, ensuring they are placed in areas inconspicuous from people and pets. A written report to the appropriate City of Vancouver contact(s), indicating location, date of installation and removal of any bait Boxes shall be provided. All bait and bait stations would be used in accordance to the label and federal regulations. For a sample label of the bait used as well as a guide to the proper use of bait stations which the Supplier will comply by, please refer to Appendix K (in Supplier's submission).

*Environmental Pest Control Products Used*

HEPA Vacuum  
Snap Traps

*Conventional Treatment (Product Used)*

Rodenticide Bait

CoV Initial: 

Care Pest Initial:

## Silverfish

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include under kitchen and bathroom sinks, lower level kitchen cupboards, behind kitchen appliances, pantry closets, storage areas, furnace rooms and pool / sauna and jacuzzi rooms. These monitoring devices would be checked within three to seven days after placement, to give a better idea of the population and activity levels throughout the affected areas. Once the data is retrieved, the Supplier shall then make an assessment as to where the problematic areas are, and provide a treatment solution.

*Treatment Procedure(s)*

Silverfish are attracted to areas of high heat and humidity. We would, if possible, recommend turning down the heat at least three degrees Celsius, and reducing the humidity in the room / area by at least five percent. Sealing of obvious cracks and crevices will be done using silicone compounds (i.e. caulking), and cleaning up of any organic matter or sealing of stored paper products (papers, books, cardboard boxes, etc.) will be recommended. Vacuuming any silverfish that are sighted can also be done. If the silverfish are still around, use of a 0.5% permethrin is recommended. (Material Safety Data Sheets available upon request) treatment in the problem area(s).

The

treatment involves a crack and crevice treatment to all baseboards and any cupboards that might be in the room(s). Preparations will be given to tenant(s) at least five days prior to treatment. In the event they are in a common area, all proper postings and notifications will be given.

*Environmental Pest Control Products Used*

Temperature Modification

Silicone (Caulking) compound

HEPA Vacuum

Zone Monitors (i.e. Glueboards)

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")


## Sowbugs

*Inspection*

These pests harbour in cracks around the exterior of a building, as well as under logs, patio stones and rocks. Large numbers inside may indicate a moisture problem in the structure.

*Treatment Procedure(s)*

Around the exterior – the Supplier will treat with diatomaceous earth first, and if the problem still persists, with 0.5% permethrin around the foundation perimeter; driveway, sidewalk and patio cracks and crevices; retaining walls and landscape borders. In the interior, treatment with the same product around doors and the entire perimeter of the problem suite(s) / room(s). In the event they are in a common area, all proper postings and notifications will be given.

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*Environmental Pest Control Products Used*

Diatomaceous Earth

*Conventional Treatment (Product Used)*

Propetamphos (a.k.a. "Catalyst")

## Spiders

*Inspection*

Visual sightings both inside and outside, as well as inspections around the interior and exterior window and doorframes, foundation perimeters and baseboards are the likely areas where spiders are found.

*Treatment Procedure(s)*

Removal of webs and spiders using a vacuum will be done first. If more of a preventative measure is required, a residual treatment using 0.5% permethrin along the interior baseboards, window and door frames and wherever webs are found is applied. Outside, a residual treatment using 0.5% permethrin along the exterior foundation area, any shrubs up against the side of the structure, lower level downspouts, soffits, lights, window and door frames will be applied. In the event they are in a common area, all proper postings and notifications will be given. If the outside of the structure is vinyl sided, permethrin will not be used as it will stain, so "Prelude" shall be used instead (MSDS available upon request).

*Environmental Pest Control Products Used*

HEPA Vacuum

*Conventional Treatment (Products Used)*

Permethrin (a.k.a. "Dragnet")

"Prelude"


## Stored Product Pests

*Inspection*

The placement of monitoring devices (referred to as glueboards) will be placed in problematic areas, and potential harbourage areas. These areas include under kitchen and bathroom sinks, pantry closets and storage areas. These monitoring devices would be checked within three to seven days after placement, to give a better idea of the population and activity levels throughout the affected areas. Once our data is retrieved, we can then make an assessment as to where the problematic areas are, and provide a treatment solution.

*Treatment Procedure(s)*

It is imperative to determine what type of stored product pest we are dealing with, which our inspection will identify. Once identified, the Supplier shall then make the appropriate recommendations to the tenant(s). The motto is, "if in doubt, throw it out!". Any nonperishable food stored in kitchen and pantry cupboards is susceptible. Once this procedure is done, the next step is to thoroughly clean all the kitchen and pantry cupboards. Using a vacuum cleaner is recommended, so as not to push any more organic matter into the cracks and crevices in the cupboards, as these cracks act as feeding troughs to stored product pests (as well as cockroaches).

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After this step, we recommend caulking any obvious cracks and crevices to help prevent future infestations or entry of pests from neighbouring suites / rooms. In the event there is still activity, we would then elevate to a low toxicity pesticide treatment. Treatment along baseboards (especially behind kitchen appliances) and all cracks and crevices in kitchen and pantry cupboards using 0.5% permethrin.

*Environmental Pest Control Products Used*

HEPA Vacuum

Silicone (Caulking compound)

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Termites

*Inspection*

The termites we get in Vancouver area are referred to as "Pacific Dampwood" termites, and they harbour in and eat rotting or soft wood.

*Treatment Procedure(s)*

The treatment to eradicate Pacific Dampwood termites is to replace the infested wood with new, dry wood.

*Environmental / Conventional Pest Control Products Used*

N/A

Wasps / Bees / Hornets

*Inspection*

With wasp, bee and hornet nests, the tenants or staff of the building typically report these. Once the location is sited, the Supplier will then be notified and they shall come out

immediately to treat the problem. (see Reactive Services Response Times at the start of this section "B – Reactive Service".

*Treatment Procedure(s)*

An active nest can only be safely treated through the use of permethrin liquid residual (0.5% solution) or "Drione" dust (Material Safety Data Sheets available upon request). Due to the potential risks involved with these insects to tenants, staff and general public nearby, we do not recommend giving five days notice in advance of the treatment. Due to the possibility of kids or adults possibly suffering from anaphylactic shock from a wasp or bee sting, immediate treatment is advised. Treatment involves injecting either of the two products directly into the nest, or the opening in the structure the insects use to enter the nest. In the case of bees, if they are honeybees, the Supplier will call upon a local beekeeper to extract the nest. Otherwise, the treatment is the same as for wasps and hornets.

*Environmental Pest Control Products Used*

Botanical Insecticide known as "Pyrethrin" in an aerosol formulation

*Conventional Treatment (Product Used)*

Permethrin (a.k.a. "Dragnet")

Insecticide Dust

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## Wildlife – Bats

*Inspection*

If there is a high population of bats, the guano on walls will indicate where the point of entry is. If there is a small population, the customer may know where the point of entry is, or the Supplier would have to inspect the building at dusk to observe where the point of entry is. It is important to note that bats are protected and cannot be killed, therefore, we can only perform work between September to March, otherwise the young will be trapped and eventually die.

*Treatment Procedure(s)*

Assuming the treatment period is between September to March, the Supplier can treat as the bats have migrated South, so they will not be in the structure. Screening can be done during the day (assuming they have left, otherwise, screen at night in the event they are still around). Once all possible points of entry are determined, screening would be done using 1/4" gauge screen.

If bats are evident between April to August, a supervisor would go out to the site to evaluate if the job can be done, assuming a special permits from the Federal government can be obtained to proceed with the treatment. Supplier would then "viricide" (MSDS available upon request) the problem areas after the bats are gone.

*Environmental / Conventional Pest Control Products Used*

Viricide

Screen

Galvanized Fasteners

## Wildlife – Birds

*Inspection*

There are several species of birds found throughout the Lower Mainland, usually consisting of crows, gulls, pigeons, sparrows, starlings and woodpeckers. Inspection includes determining the point of entry, roosting or nesting sites (many times visible). Points of entry can be found by the tenant or building site designate pointing it out or from the accumulation of droppings in a particular area. Usually a ladder or a set of binoculars is used in assessing the extent of a bird problem.

*Treatment Procedure(s)*

Depending on the species (as some are protected, whereas others are not), it usually includes nest removal. The caveat is that if the birds are protected, the removal may have to wait until it is legal to do so (eg. Gulls). Once the nest is removed and the area is professionally cleaned, exclusion devices such as "Bird Spike", "Piano Wire", Polyethylene "Netting", "Shock Strip" or "1/4" gauge screen will be installed. In some cases where exclusion is not an option due to the size or the feasibility of the procedure (eg. Rooftops), a trapping program can also be implemented. Here, the Supplier would

start off with a "pre-baiting" program for several weeks, and then install our live traps once the target bird is conditioned in eating our bait. These traps would be checked on a frequent basis and humanely removed. This would be a "low-key" approach as we do

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not want to alarm any tenants or neighbouring buildings. We would also notify the appointed City of Vancouver contact(s) and indicate to them about our trapping program, so they too can keep an eye on our traps, and call us if there's any problem.

*Environmental / Conventional Pest Control Products Used*

Bird Spike  
Piano Wire  
Polyethylene Netting  
Bird Shock  
¼" gauge screen  
Live Traps

Wildlife – Mice Screening

*Inspection*

Points of entry must be identified, as well as identify potential points of entry. These areas can be as small as ¼" in width or height, and are sealed from the inside and/or outside.

*Treatment Procedure(s)*

Screening with ¼" galvanized screen and/or steel wool.

*Environmental / Conventional Pest Control Products Used*

¼" galvanized screen

Steel wool

Wildlife – Moles

*Inspection*

A thorough yard inspection (around the entire perimeter of the building) must be done to determine where the active tunnels are.

*Treatment Procedure(s)*

Installation of mole traps throughout the active runways. These traps will be recorded and a copy of a map would be given to a City of Vancouver contact(s). Furthermore, all traps will be flagged to indicate to any City workers in the building where they are.

These traps would then be checked on a weekly basis until the problem is resolved.

*Environmental / Conventional Pest Control Products Used*

Mole traps


Wildlife – Raccoons

*Inspection*

Identification of the point of entry must be found. Most times, the occupant or the building site designate will be aware of where this is. If not, we are trained to find the point of entry via rub or gnaw marks, or visual sighting (usually these are found in soffits or roof junctions). Also, in the case with raccoons, many times you will find insulation hanging out from the point of entry. Lastly, the hole raccoons require to access a structure would be quite large, at least twenty centimeters in diameter.

*Treatment Procedure(s)*

The Supplier shall install a "one-way door" and screen off (with ¼" gauge screen) all other potential

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points of entry. Then schedule to go back in approximately one week to remove the door and screen off the original point of entry, assuming there are no young and all adults have left the attic. If there are young (i.e. usually between March to May), we would physically remove the litter and the mother, humanely relocate the family according to the BC Wildlife Act, and then screen off the opening.

*Environmental / Conventional Pest Control Products Used*

"One-way door"

¼" galvanized screen

#### Wildlife – Rat Screening

##### *Inspection*

The Supplier must identify the points of entry, as well as identify potential points of entry. These

areas can be as small as ½" in width or height, and are sealed from the outside.

*Treatment Procedure(s)*

Screening with ¼" galvanized screen and/or steel wool

*Environmental / Conventional Pest Control Products Used*

¼" galvanized screen

Steel wool

#### Wildlife – Skunks

##### *Inspection*

Usually skunks are found at ground level of a building, especially under front stairs, under a foundation or a shed. The point of entry is easily identifiable as we look for a runway leading under the structure, which is at least fifteen centimeters in width.

*Treatment Procedure(s)*

The Supplier shall install a "one-way door" and screen off (with ¼" gauge screen) all other potential

points of entry. Trenching of the perimeter and a "curtain wall" is necessary for control.

We would then schedule to go back in approximately one week to remove the door and screen of the original point of entry, assuming there are no young and all adults have left the den. If there are young (usually between April and June), we would humanely remove the family and then seal up the opening with ¼" galvanized screen.

*Environmental / Conventional Pest Control Products Used*

¼" galvanized screen

"one-way door"

#### Wildlife – Squirrels

##### *Inspection*

Identification of the point of entry must be found. Most times, the occupant or the building site designate will be aware of where this is. If not, we are trained to find the point of entry via rub or gnaw marks, or visual sighting (usually these are found in soffits or roof junctions).

*Treatment Procedure(s)*

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The Supplier would install a "one-way door" and screen off (with ¼" gauge screen) all other potential points of entry and schedule to go back in approximately one week to remove the door and screen off the original point of entry, assuming there are no young and all adults have left the attic. If there are young (squirrels have litters twice per year, the first litter occurring between March and April; the second between July and September), screen up all possible POE except for main one, and go back in 4-6 weeks to install a one-way door.

*Environmental / Conventional Pest Control Products Used*

¼" galvanized screen

"one-way door"

#### **SERVICE CAPABILITIES – OPERATIONS & LOGISTICS**

*An all-inclusive (i.e. labour, materials and equipment) monthly-integrated pest management services are to be provided at all sites listed in Schedule B – Prices for Supply.*

*All services, service schedules and targeted pests are defined in Schedule B – Prices for Supply.*

*Invoicing for all services shall conform to the pricing shown in Schedule B – Prices for Supply. Invoices are to be issued monthly for all sites.*

*Sites will be added to Schedule B – Prices for Supply as identified by the City. Pricing for these new sites will be based on sites pricing shown for similar site size and frequency of services. The persons responsible for adding additional sites for the City of Vancouver are Brian Landels and Sophie Dessureault as identified in Schedule I.*

*Electronic Service Reports will be prepared at each site visit and presented to the Site contact. Site service reports must be signed off by the City Site Contact (or designate) and the Supplier's service technician. Site service reports will contain all necessary information required by each site. These site visit reports shall be available electronically.*

*Appropriate labels and MSDS for all pesticide products that may be used will be provided by the Supplier.*

Reactive services are to be available seven days a week; twenty-four hours per day; three hundred and sixty five days per year.

Response times for reactive services are as follows:

- Calls for services before noon on business days (see below) will get same day service, otherwise the next day
- Calls for services after business hours will be provided within 4 hours

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Care Pest will utilize "PestPac" web-based scheduling software to electronically track all client information, upcoming and past service requests. Care Pest will access PestPac anytime from any computer for scheduling, updating or moving any service order as per the request.

City of Vancouver Hours of Operation

Care Pest will offer '7 days' service, with the phone lines active as follows:

Monday – Friday 7:00am – 5:30pm

Saturday – Sunday 10:00am – 4:00pm

Should the City of Vancouver need to contact Care Pest outside these hours for

Emergency services (reactive) questions or gathering location information, there will be multiple ways to do so, including:

- Calling our main office line (604.432.9422) and leaving a message for the appropriate management contact which is retrieved on mobile device and responded to within two hours with appropriate plan of action
- Contacting an after-hours emergency cellular phone :
  - Peter Steinfort 604.219.1857
  - Karlissa Hughes 604.880.8372
  - James Doiron 604.968.7480
- Emailing member of staff for next weekday response (if not priority request)
- Emailing Care Pest Management staff for expedited same day response (peter@carepest.com)
- Emailing our general info email found on the website (info@carepest.com)

which is directed straight to the General Manager for assistance within 4 hours

Once contact has been made by any of the means listed above, and an action plan is decided between the City of Vancouver and our experienced staff, an appropriate, mutually agreed service date/time will be decided and the service will be scheduled accordingly.

Care Pest service staff are currently available Monday through Saturday (7:00am – 6:00pm). Should an after-hours situation arise where service is requested outside these service hours, we will make arrangements to accommodate.

Care Pest will establish scheduling parameters requested by the City for monthly inspections which are typically on a recurring day in the month that works best for the City of Vancouver location staff (for example – we can service City Hall on the 3<sup>rd</sup> Friday of each month between 9:00am and 3:00pm). These parameters appear both on the service call for the office to see and abide by, and to the service technician so they may plan their day according to the location areas to be serviced. Should a service need to be moved, Care Pest will find another suitable, knowledgeable and qualified pest control technician to service or if absolutely necessary, contact the City of Vancouver staff member to agree upon an alternate service time.

Changes or adjustments to the schedule are also uploaded immediately to our technician's handheld device for real-time updates. Using this technology reduces the

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need for technician's to take phone calls while driving or servicing customers, making for a safer and more efficient method of distributing any changes to the schedule our clients request.

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SCHEDULE B -  
PRICES FOR SUPPLY

All prices quoted are exclusive of applicable taxes but inclusive of all other costs.

Prices are in Canadian currency.

Prices are fixed during the full term of the Supplier's Agreement.

Notwithstanding any other provision hereof, if the Supplier is, at any time during the term of effectiveness of this Agreement, party to a contract with another customer pursuant to which the Supplier charges effective prices lower than the prices charged to the City for reasonably comparable services, the above-listed prices shall be adjusted, retroactively to the date of effectiveness of such other contract, so that the prices charged hereunder are at least as low as the effective prices charged pursuant to such other contract.

SITE PRICING FOR PREVENTATIVE MAINTENANCE

Service Location	Addresses	Service Package Group (see Service Package Group Matrix following this table)	Services Currently Scheduled (if applicable or available)	Care Pest Site Pricing (pricing is per visit)
<b>Part A - REAL ESTATE &amp; FACILITIES SITES</b>				
<b>Part A.1- Fixed Address Buildings</b>				
Alexander Residence	58 Alexander	E		\$ 25.00
Antoinette Lodge Building C610	535 East Cordova	E		\$ 25.00
Central Residence	42 East Cordova	E		\$ 25.00
Evelyne Saller Center Building D837	320 Alexander	E		\$ 25.00
Granville Residence	1261 Granville	E		\$ 25.00
New Continental Residence Building B041	1067 Seymour	E		\$ 45.00
Oppenheimer Lodge Building C612	450 East Cordova	E		\$ 25.00
The Gresham Building D900	716 Smithe	E		\$ 25.00
Roddan Lodge Building C254	124 Dunlevy	E		\$ 45.00

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Mount Pleasant Community Centre	1 Kingsway	E		\$ 75.00
City Hall C421	453 West 12 Avenue	E		\$ 125.00
The Gathering Place	609 Helmcken	E		\$ 25.00
Library Square Project - Commercial	300 West Georgia	E		\$ 60.00
Library Square Project - Daycare	300 West Georgia	E		\$ 60.00
Library Square Project - Library	300 West Georgia	E		\$ 60.00
Carnegie Centre	401 Main Street	E		\$ 25.00
QE theatre	649 Cambie st	E		\$ 95.00
Vancouver Play house	649 Cambie st	E		\$ 45.00
Orpheum Theatre	884 Granville st	E		\$ 75.00
<b>Part A.2- Fixed Address Buildings - DAYCARES</b>				
Beach Daycare	1475 Burrard Street	E	1st Monday	\$ 25.00
Eastside Family Place	1655 Williams Street	E	2nd Tuesday	\$ 25.00
Kidscare	7715 Murfield Drive	E	2nd Friday	\$ 25.00
Mole Hill Daycare	1164 Comox Street	E	2nd Monday	\$ 25.00
Pender Street Children's	100-1140 West Pender Street	E	2nd Tuesday	\$ 25.00
Playhouse Development	4107 Brant Street	E	2nd Monday	\$ 25.00
South Van Family Place	7710 Naniamo Street	E	2nd Friday	\$ 25.00
Strathcona Daycare	601 Keefer Street	E	4th Tuesday	\$ 25.00
Westcoast Family	2780 East Broadway	E	3rd Tuesday	\$ 25.00
The Atelier Childcare	396-825 Homer Street	E		\$ 25.00
Dorothy Lam Childcare	188 Drake Street	E		\$ 25.00
Sapphire Childcare	1170 West Pender Street	E		\$ 25.00
International Village Childcare	680 Abbott Street	E		\$ 25.00
Sea Star Childcare Centre	1451 Homer Street	E		\$ 25.00
Strathcona Childcare	601 E. Pender St	E		\$ 25.00
Grandview Childcare	2055 Woodland	E		\$ 25.00
Champlain Child Development	7760 Stikine Place	E	2nd Friday	\$ 25.00
<b>Part A.3 - YARDS SITES - Buildings and Exterior</b>				
Kent Yard	900 Keny ave south end	E		\$ 25.00
Waste Transfer Station	377 Kent ave	B		\$ 45.00
Vancouver Landfill	5400 72nd St. Delta BC	E	middle of month	\$ 75.00
National Yard	250 West 70 Avenue	D	2 <sup>nd</sup> & 4 <sup>th</sup> Fridays	\$ 75.00

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Manitoba Yard	249 West 70 Avenue	E	3 <sup>rd</sup> Friday	\$ 75.00
Man Yard Administration Building	250 West 70 Avenue	E		\$ 25.00
Manitoba Yard Equipment Branch	250 West 70 Avenue	D	1 <sup>st</sup> & 3 <sup>rd</sup> Fridays	\$ 75.00
Vernon Silt Recovery Site	Vernon and 1st Avenue	D	1st Wednesday & 3rd Tuesday	\$ 45.00
Abandoned Auto Lot	1150 Kent S.E. (AV Yard)	E		\$ 25.00
Busters Industrial Yard	425 Industrial Avenue	E	2nd Tuesday	\$ 25.00
<b>Part A.4 - FIRE HALL SITES - Buildings and Exterior</b>				
Fire Hall # 1	900 Heatley Ave	E		\$ 25.00
Fire Hall # 2	199 Main St	E		\$ 25.00
Fire Hall # 5	3090 E 54th Ave	E		\$ 25.00
Fire Hall # 6	1001 Nicola St	E		\$ 25.00
Fire Hall # 7	1090 Haro St	E		\$ 25.00
Fire Hall # 8	895 Hamilton St	E		\$ 25.00
Fire Hall # 9	1805 Victoria Dr	E		\$ 25.00
Fire Hall # 12	2460 Balaclava St	E		\$ 25.00
Fire Hall # 13	790 E 24th Ave	E		\$ 25.00
Fire Hall # 15	3003 E 22nd Ave	F		\$ 25.00
Fire Hall # 17	7070 Knight St	F		\$ 25.00
Fire Hall # 18	1375 W 38th Ave	F		\$ 25.00
Fire Hall # 19	4396 W 12th Ave	REACTIVE		\$ 45.00
Fire Hall # 20	5420 Victoria Dr	E		\$ 25.00
Fire Hall # 21	5425 Camavon St	E		\$ 25.00
Fire Hall # 22	1005 W 59th Ave	E		\$ 25.00
			<b>Part A Total</b>	<b>\$ 2,245.00</b>
<b>Part B - BOARD OF PARKS SITES</b>				
<b>Part B.1 - PARKS BOARD SITES - RECREATION FACILITIES</b>				
Administration Building	2099 Beach Avenue	F		\$ 25.00
Brittania Community Centre, Arena and Pool	1661 Napier St	F		\$ 45.00
Burrard Marina	1655 Whyte Avenue	F		\$ 25.00
Champlain Heights Community Centre	3350 Maquinna Dr	F		\$ 25.00
Coal Harbour Community Centre	480 Broughton St	F		\$ 25.00
Creekside Community Centre	1 Athletes Way	F		\$ 25.00
Douglas Park Community Centre	801 West 22nd Avenue	F		\$ 25.00
Dunbar Community Centre	4747 Dunbar Street	F		\$ 25.00

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False Creek Community Centre	1318 Cartwright Street	F		\$ 25.00
Hastings Community Centre	3096 East Hastings Street	F		\$ 25.00
Heather Marina	600 Stamps Landing	F		\$ 25.00
Hillcrest Community Centre, Arena and Aquatic Centre	4575 Clancy Loranger Way	F		\$ 25.00
Kensington Community Centre	5175 Dumfries Street	F		\$ 25.00
Kerrisdale Arena and Concession	5679 East Boulevard	F		\$ 45.00
Kerrisdale Community Centre incl. Concession	5851 West Boulevard	F		\$ 45.00
Killarney Community Centre, Concession, Arena and Pool	6261 Killarney Street	F		\$ 45.00
Kitsilano War Memorial Community Centre, Arena and Concession	2690 Larch Street	F		\$ 45.00
Lord Byng Pool	3990 West 14th Avenue	F		\$ 25.00
Marpole/Oakridge Community Centre	990 West 59th Avenue	F		\$ 25.00
RayCam Community Centre	920 East Hastings Street	F		\$ 25.00
Renfrew Park Community Centre	2929 East 22nd Avenue	F		\$ 25.00
Roundhouse Community Centre	181 Roundhouse Mews	D		\$ 75.00
Sunset Arena	390 E 51st Ave	F		\$ 25.00
Templeton Park Pool	700 Templeton Drive	F		\$ 25.00
Vancouver Aquatic Centre incl. Coffee Shop	1050 Beach Avenue	F		\$ 25.00
West End Community Centre and Arena incl. Restaurant	870 Denman Street	F		\$ 45.00
West Point Grey Community Centre	4397 West 2nd Avenue	F		\$ 25.00
<b>Part B.2 - PARKS BOARD SITES - CONCESSIONS AND ADJACENT BUILDINGS</b>				
Langara Golf Course Clubhouse	6706 Alberta Street	F		\$ 25.00
McCleery Golf Course Clubhouse	7170 MacDonald Street	F		\$ 25.00
Lumbermen's Arch Concession	Stanley Park (3301 Stanley Park Dr)	F		\$ 25.00
Second Beach Concession	Stanley Park (8501 Stanley Park Dr)	F		\$ 25.00
Third Beach Concession (incl. fenced area behind Concession)	Stanley Park (7495 Stanley Park Dr)	F		\$ 25.00
Concession Warehouse	Stanley Park Service Yard	F		\$ 25.00
Spanish Banks East Concession	4707 NW Marine Dr	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Jericho Beach Concession	3941 Point Grey Road	F	APRIL-SEPTEMBER ONLY	\$ 25.00

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
Trout Lake Concession	2105 E 19th Ave	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Kitsilano Pool Concession	2305 Cornwall Ave	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Locarno Beach Concession	4445 NW Marine Drive	F	APRIL-SEPTEMBER ONLY	\$ 25.00
New Brighton Park Concession	3201 New Brighton Rd	F	APRIL-SEPTEMBER ONLY	\$ 25.00
WestBank Concession	4875 NW Marine Dr	F	APRIL-SEPTEMBER ONLY	\$ 25.00
Sunset Beach Concession	1204 Beach Avenue	F	APRIL-SEPTEMBER ONLY	\$ 25.00
<b>Part B.3 - PARKS BOARD SITES - SENSITIVE PLANT AND ANIMAL EXHIBIT AREAS</b>				
Bloedel Conservatory, Queen Elizabeth Park	4600 Cambie Street	D		\$ 65.00
VanDusen Botanical Garden incl. Service Yard, Visitor Centre, Shaughnessy Restaurant and Truffles Cafe	5251 Oak Street	D		\$ 45.00
Children's Farmyard incl. Railway, A-Frame, Kangaroo & Zoo Bldgs. & Zoo Hospital	Stanley Park	D		\$ 25.00
Stanley Park Nature House (buildings below Bus Loop at Lost Lagoon)	Stanley Park	D		\$ 25.00
Children's Farmyard Concession	Stanley Park	D		\$ 25.00
Sunset Nursery Greenhouses	290 East 51st Avenue	E		\$ 45.00
<b>Part B.4 - PARKS BOARD SITES - YARDS - Buildings and Exterior</b>				
Evans Service Yard	955 Evans Avenue	D		\$ 45.00
Langara Golf Course Service Yard	6706 Alberta Street	F		\$ 45.00
McCleery Golf Course Service Yard	7188 MacDonald Street	F		\$ 45.00
Sunset Service Yard	290 East 51st Avenue	F		\$ 45.00
Jericho Service Yard	1451 Discovery	F		\$ 45.00
<b>Part B.5 - PARKS BOARD SITES - OPEN AREAS</b>				
English Bay - Rockery and Planters, rock groyne below Admin. Building	1700 Beach Avenue	E		\$ 25.00
Dr. Sun Yat-Sen Garden	578 Carrall Street	E		\$ 25.00
Thorton Park	1166 Main St	E		\$ 25.00
Memorial South Park Ponds	41st Ave. & Prince Albert St	E		\$ 25.00
Portside Park - Ponds and Beach area Main St Overpass		E		\$ 25.00

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Prospect Point area	Stanley Park	E	\$ 25.00
Sunset Beach Planters	Stanley Park	E	\$ 25.00
Trout Lake and all swimming areas	3350 Victoria Drive	E	\$ 25.00
Vanier Park and Boat Ramp		E	\$ 25.00
Renfrew Park Ravine (nest sites around clipping piles)	29th and Renfrew	E	\$ 25.00
Kitsilano Beach Park - around the swimming pool	1499 Arbutus Street	E	\$ 25.00
School Mini Park	Cardero and Pendrell Streets	E	\$ 25.00
Walnut Mini Park	Cardero and Burnaby Streets	E	\$ 25.00
Fountain Mini Park	Bute and Haro Streets	E	\$ 25.00
Cathedral Square Park	Dunsmuir and Richards	E	\$ 25.00
Portal Park	Hastings and Thurlow Streets	E	\$ 25.00
Victory Square Park	Hastings and Cambie Streets	E	\$ 25.00
Discovery Square Park	Burrard and Dunsmuir Streets	E	\$ 25.00
Beatty Park	Georgia and Beatty Streets	E	\$ 25.00
Alexander Plaza Park	Main and Alexander Streets	E	\$ 25.00
Andy Livingstone Park	Pacific Blvd. and Carrall Street	E	\$ 25.00
David Lam Park	Pacific Blvd. and Drake Street	E	\$ 25.00
Granville Loop	1435 West 5th	E	\$ 25.00
Slocan Park	2750 East 29th	E	\$ 25.00
Beaconsfield Park	3215 Slocan	E	\$ 25.00
Devonian Park	1929 W. Georgia	E	\$ 25.00
Brockton Oval	Stanley Park	E	\$ 25.00
Alexandra Park	1755 Beach Avenuw	E	\$ 25.00
Carnarvon Park	2995 West 19th	E	\$ 25.00
<b>Part B.5 - ADDITIONAL PARKS BOARD SITES ADDED</b>			
JERICO PARK TRAILS TO 4TH AVE	N/A	E	\$ 25.00
JERVIS /PACIFIC PUMP HOUSE, SHRUB BEDS	N/A	E	\$ 25.00
PROSPECT PT PICNIC AREA	N/A	E	\$ 25.00
STANLEY PARK NATURE HOUSE	N/A	D	\$ 25.00
MARINA SQUARE PARK	DENMAN ST	E	\$ 25.00
YALETOWN PARK	MAINLAND & NELSON	E	\$ 25.00
HARBOUR GREEN PARK- THE MILL RESTAURANT	N FOOT OF BUTE ST	D	\$ 25.00
NEW BRIGHTON PARK	N FOOT OF WINDERMERE ST OFF MCGILL	E	\$ 25.00

CoV Initial: 

Care Pest Initial:



PS20140603 - SUPPLY AGREEMENT

GEORGE WAINBORN PARK	RICHARDS & BEACH CRESCENT	E		\$ 25.00
STANLEY PARK PITCH & PUTT	STANLEY PARK DR	D		\$ 25.00
EMERY BARNES PARK	1100 SEYMOUR ST	E		\$ 25.00
SUNSET BEACH (PLANTERS)	1204 BEACH AVE	E		\$ 25.00
BARCLAY MANOR	1447 BARCLAY ST	E		\$ 25.00
SCIENCE WORLD	1455 QUEBEC ST	E		\$ 125.00
VANCOUVER BOARD OF PARKS	1500 EAST 14TH AVE	E		\$ 25.00
RUPERT PARK	3402 CHARLES ST	E		\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00
PERCY NORMAN POOL	50 E 30 AVE	E		\$ 25.00
RILEY PARK ARENA	50 E 30 AVE	E		\$ 25.00
RILEY PARK COMMUNITY CENTER	50 E 30 AVE	D		\$ 25.00
TRUFFLES RESTAURANT AT THE VAN DUSEN GARDENS	5151 OAK STREET	E		\$ 45.00
VANDUSEN VISITOR CENTRE	5251 OAK STREET	D		\$ 25.00
KERRISDALE POOL	5851 W BOULEVARD	E		\$ 45.00
SUNSET COMMUNITY CENTER	6810 MAIN ST	E		\$ 45.00
MOBERLY CULTURAL ARTS CNTR	7646 PRINCE ALBERT ST	E		\$ 25.00
FRASERVIEW GOLF COURSE - DRIVING RANGE & CART SHED	7800 VIVIAN DRIVE	D		\$ 25.00
DOUGLAS PARK COMMUNITY CENTER	801 W 22ND AVE	E		\$ 45.00
			Part B Total	\$ 3,255.00
<b>TOTAL PART A &amp; B</b>				<b>\$ 5,500.00</b>

**SERVICE PACKAGE GROUP MATRIX**

The following table identifies the services package designation shown in the above Pricing Table - column named Service Package Group. This designation indicates the targeted pest and frequency of services.

Item	Frequency of Service	Targeted Pests	Rate
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CoV Initial: *PI*

Care Pest Initial:

PS20140603 - SUPPLY AGREEMENT

GEORGE WAINBORN PARK	RICHARDS & BEACH CRESCENT	E		\$ 25.00
STANLEY PARK PITCH & PUTT	STANLEY PARK DR	D		\$ 25.00
EMERY BARNES PARK	1100 SEYMOUR ST	E		\$ 25.00
SUNSET BEACH (PLANTERS)	1204 BEACH AVE	E		\$ 25.00
BARCLAY MANOR	1447 BARCLAY ST	E		\$ 25.00
SCIENCE WORLD	1455 QUEBEC ST	E		\$ 125.00
VANCOUVER BOARD OF PARKS	1500 EAST 14TH AVE	E		\$ 25.00
RUPERT PARK	3402 CHARLES ST	E		\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00
RUPERT PARK PITCH AND PUTT	3402 CHARLES ST	E		\$ 25.00
PERCY NORMAN POOL	50 E 30 AVE	E		\$ 25.00
RILEY PARK ARENA	50 E 30 AVE	E		\$ 25.00
RILEY PARK COMMUNITY CENTER	50 E 30 AVE	D		\$ 25.00
TRUFFLES RESTAURANT AT THE VAN DUSEN GARDENS	5151 OAK STREET	E		\$ 45.00
VANDUSEN VISITOR CENTRE	5251 OAK STREET	D		\$ 25.00
KERRISDALE POOL	5851 W BOULEVARD	E		\$ 45.00
SUNSET COMMUNITY CENTER	6810 MAIN ST	E		\$ 45.00
MOBERLY CULTURAL ARTS CNTR	7646 PRINCE ALBERT ST	E		\$ 25.00
FRASERVIEW GOLF COURSE - DRIVING RANGE & CART SHED	7800 VIVIAN DRIVE	D		\$ 25.00
DOUGLAS PARK COMMUNITY CENTER	801 W 22ND AVE	E		\$ 45.00
			Part B Total	\$ 3,255.00
TOTAL PART A & B				\$ 5,500.00

SERVICE PACKAGE GROUP MATRIX

The following table identifies the services package designation shown in the above Pricing Table - column named Service Package Group. This designation indicates the targeted pest and frequency of services.

Item	Frequency of Service	Targeted Pests	Rate
------	----------------------	----------------	------

CoV Initial: *[Signature]*

Care Pest Initial:


HOURLY RATES FOR PREVENTATIVE MAINTENANCE

ITEM	DESCRIPTION	HOURLY RATE
1.	Call outs during regular business hours	\$65.00
2.	Call outs after regular business hours	\$95.00

PRICE LIST FOR REACTIVE PEST CONTROL SUPPLIES THAT MAY BE REQUIRED

Pricing shown in this table are for extra supplies that may be required for emergency situations or where increased activities warrants extra baits and traps. It should be noted that site pricing for preventative include all the required supplies.

Brand Name	Product	Comments	Price (\$)
Bell - Evo	Exterior Bait Station	Tier 1 Bait Stations that would be anchored and locked, used to store rodenticide bait.	27.95 per station
Fly Light Junior	Insect Light Trap	Used to catch flying	187.50 per light

CoV Initial: 

Care Pest Initial:

PS20140603 - SUPPLY AGREEMENT

	(ILT)	insects, not a zapper (i.e. no exploding bug parts) and comes with shatter proof bulbs. These are used in conjunction with an ILT maintenance program, particularly for fly control around dumpsters.	
Catchmaster Multicatch	Mouse Trap	Used in commercial kitchens, food storage areas or areas where rodenticides are not permitted to be used. Low profile trap that can fit in tight areas.	8.95 per trap
Eaton Windup	Mouse Trap	Used in commercial kitchens, food storage areas or areas where rodenticides are not permitted to be used. Typically more effective and hold more mice than other brands, but not as low profile as a "Multicatch" trap.	19.95 per trap
Cooper Mills	Indian Meal Moth Pheromone Trap	Used in kitchen, pantry and food storage areas for the monitoring and	5.95 per trap

CoV Initial: *[Signature]*

Care Pest Initial:

PS20140603 - SUPPLY AGREEMENT

		controlling of Indian Meal Moths.	
Cooper Mills Mouse Glueboards	Mouse traps	We often get requests from clients that want to store these on site.	34.95 per case (72 glueboards in a case)
Cooper Mills Rat Glueboards	Rat traps	We often get requests from clients that want to store these on site.	134.95 per case (60 glueboards in a case)

CoV Initial: *[Signature]*

Care Pest Initial:

SCHEDULE D -  
SPECIFIC DELIVERABLES

City to supply site contacts and charge codes for invoicing services.

Supplier to provide Pest control services at all work sites designated by the City.

Supplier to provide reporting as described in Article 8 of this Form of Agreement.

Supplier to provide a copy of their Safe Work procedures for Pest control services which should include, but not limited to, work site hazards, safety training and personal protective equipment (PPE).

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CoV Initial:

*14*

Care Pest Initial:

Page 78

SCHEDULE C -  
ITEMS TO BE PROVIDED BY THE CITY

The City will provide lists of all work site locations which clearly identify the areas that require pest control services.

---

CoV Initial: *PS*

Care Pest Initial:

SCHEDULE F -  
PREFERRED SUPPLIERS

None

---

CoV Initial: *W*

Care Pest Initial:



SCHEDULE E -  
TIME SCHEDULE FOR SUPPLY

Supplier will provide services as outlined in Schedule B - Prices for Supply.

---

CoV Initial: *///*

Care Pest Initial:

SCHEDULE H -  
CITY POLICIES

1. The City's Supplier Code of Conduct referred to in Annex 5 of the RFP.
2. The City's Assessment of Vendor Sustainability Leadership Questionnaire referred to in Annex 6 of the RFP.
3. WorkSafe BC Certificates referred to in Annex 1, Section 20 in the RFP.

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CoV Initial: *JJ*

Care Pest Initial:

SCHEDULE G -  
PROJECT BUDGET

Deliberately left blank.

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CoV Initial:



Care Pest Initial:

SCHEDULE J -  
SITE

Deliberately left blank.

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CoV Initial:



Care Pest Initial:

SCHEDULE I -  
KEY PROJECT PERSONNEL


City's Key project Personnel:

- Brian Landels - Facilities Operations  
250 West 70<sup>th</sup> Avenue  
Vancouver, B.C.  
Phone: 604.326.4677
- Sophie Dessureault - Integrated Pest Management Coordinator  
Vancouver Board of Parks and Recreation  
355 Evans Avenue  
Vancouver, B.C.  
Phone: 604.257.8589

Supplier's Key project Personnel:

- Peter Steinfort - Manager  
Care Pest and Wildlife Control  
#1 - 3888 North Fraser Way  
Burnaby, B.C.  
Phone: 604.432.9422

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CoV Initial: 

Care Pest Initial:

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Tuesday, November 03, 2015 12:43 PM  
**To:** Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Iosef, Phillip; Edwardson, Krista; Bedry, Ricci; Lynden, Jason  
**Subject:** RE: Mice at Playhouse

Thank you Dennis for the update.

Best,

Sandra

---

**From:** Leung, Dennis  
**Sent:** Tuesday, November 03, 2015 10:53 AM  
**To:** Gajic, Sandra; Bedry, Ricci; Lynden, Jason  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Iosef, Phillip; Edwardson, Krista  
**Subject:** RE: Mice at Playhouse

Hi Sandra,

We have installed door sweeps on both the QET/PH loading dock doors and front entrance doors (on Hamilton) as identified by the previous pest control company as possible mice ingress areas. We have also implemented a pest control log book to identify pest sightings, location, time and other details to try to target the problem areas/pests.

Please note that Purchasing has consolidated Pest Control Services Citywide (effective Nov.1, 2015) and we are in process of orienting Care Pest to the Civic Theatre Sites.

Thank you,  
Dennis  
604-654-0956

---

**From:** Gajic, Sandra  
**Sent:** Friday, October 30, 2015 7:38 PM  
**To:** Bedry, Ricci; Lynden, Jason; Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Leung, Dennis; Iosef, Phillip; Edwardson, Krista  
**Subject:** Mice at Playhouse  
**Importance:** High

I am at a concert sitting at the back - two mice run between me and other audience members. It caused quite a commotion!

In speaking with TA3 I found out that we have had mice running around the theatre here for the last two weeks.

What is being done?

I fully expect someone to scream in the middle of performance and we would need to evacuate!

This is urgent!!!!!!!

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, October 30, 2015 7:24 AM  
**To:** Lynden, Jason  
**Cc:** Gordon, Jason  
**Subject:** Fwd: Pest control issues at the Orpheum!  
**Attachments:** image001.jpg; image002.gif; image003.gif

Sorry.....

Begin forwarded message:

**From:** "Gordon, Jason" <[Jason.Gordon@vancouver.ca](mailto:Jason.Gordon@vancouver.ca)>  
**Date:** October 29, 2015 at 10:47:31 PM PDT  
**To:** "Gajic, Sandra" <[Sandra.Gajic@vancouver.ca](mailto:Sandra.Gajic@vancouver.ca)>, "Bedry, Ricci" <[Ricci.Bedry@vancouver.ca](mailto:Ricci.Bedry@vancouver.ca)>  
**Cc:** "Leung, Dennis" <[dennis.leung@vancouver.ca](mailto:dennis.leung@vancouver.ca)>, "Leroux, Guy" <[Guy.Leroux@vancouver.ca](mailto:Guy.Leroux@vancouver.ca)>, "McManus, Paul" <[Paul.McManus@vancouver.ca](mailto:Paul.McManus@vancouver.ca)>, "Iosef, Phillip" <[Phillip.Iosef@vancouver.ca](mailto:Phillip.Iosef@vancouver.ca)>, "Cecic, Tanja" <[tanja.cecic@vancouver.ca](mailto:tanja.cecic@vancouver.ca)>  
**Subject:** RE: Pest control issues at the Orpheum!

Wrong Jason in the To... line?

---

**From:** Gajic, Sandra  
**Sent:** Thursday, October 29, 2015 5:45 PM  
**To:** Bedry, Ricci; Gordon, Jason  
**Cc:** Leung, Dennis; Leroux, Guy; McManus, Paul; Iosef, Phillip; Cecic, Tanja  
**Subject:** Pest control issues at the Orpheum!

Hi Jason and Ricci,

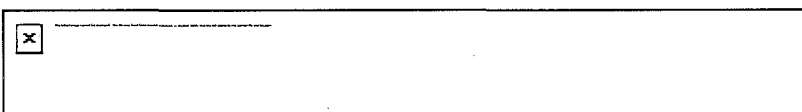
This might have been logged and/or brought to your attention but we have significant problems with mice at the Orpheum that has not been adequately addressed.

Tanja is now finding mice droppings inside the printer's paper trays and has been informed by Stage door staff that they start their day every morning by cleaning their desk surfaces from mice droppings.

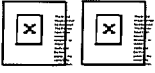
I am not sure about other sightings but I would appreciate your immediate attention to this issue.

Many thanks,  
Sandra  
**Sandra Gajic**

Director  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3020 | C: 604.369.5059 | F: 604.665.3001







## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Thursday, September 03, 2015 4:40 PM  
**To:** VCT Full-Time Staff - DL  
**Subject:** Moth spraying - Friday, September 4th  
  
**Importance:** High

Dear colleagues,

The pest control company has to spray the whole complex for moths and we have agreed that they can do it tomorrow, Friday, September 4<sup>th</sup> starting 5 p.m.

Please adjust your work day tomorrow so that you leave at 5. We will be providing the plastic drop sheets tomorrow so that each of us can cover the work stations prior to leaving the offices and we will also be covering all of the bars.

Please distribute to any other people in the building including the tenants.

Thanks,

Sandra

Here is what Orkin Canada sent us as their direction how to prepare and they have sent MSDS to Ricci for his record:

---

**From:** Bill Green [<mailto:bgreen@orkincanada.com>]  
**Sent:** Thursday, September 03, 2015 3:46 PM  
**To:** Bedry, Ricci  
**Subject:** Moth spraying

Hello Ric,

**We will be onsite around 4pm tomorrow, The spraying will start at 5pm.**

Please note the preparation for tomorrows spray:

All personnel should be out of the building while we spray.

All dishes, cutlery, coffee pots etc. should be kept in the cupboards.

All exposed food (candy, snacks etc.) should be put in drawers or cupboards.

Computer monitors should be covered.

Key boards turned upside down and the mouse put in a drawer.

The bar areas where there is lot of glasses should be covered with a cloth or plastic sheet.

Lastly desk tops and food counter tops should be wiped down before use with soapy water

The MSDS is in the attachment,

Any questions let me know,

Sincerely,

Bill

Bill Green  
Branch Manager

Orkin Canada  
7061 Gilley Ave.  
Burnaby, BC V5J 4X1  
Fax: (604)-434-2217  
Web: [www.orkincanada.com](http://www.orkincanada.com)

## Lynden, Jason

---

**From:** Cecic, Tanja  
**Sent:** Monday, June 29, 2015 1:53 PM  
**To:** Lynden, Jason  
**Subject:** Orpheum - Rat sightings in First Aid Room & Theatre on ground floor

Hi Jason,

Went over to Orpheum to meet with Paul McManus and copy some accident reports for Elizabeth from the first aid office and saw some "vermin". I wanted to let you know so that you could log it for pest control:

Date: Wed, June 24<sup>th</sup> 12:45pm

Location: Orpheum, First Aid Room

Large rat scurried from one corner to the other side and under the door when I turned on the light.

Date: Wed June 24<sup>th</sup> 12:55pm

Location: Orpheum, ground floor of theatre middle aisle threshold area

Large rat scurried across theatre aisle threshold from back of theatre and ran up into main lobby area.

Yuck! Definitely rats not mice.

Thanks,  
Tanja

## Lynden, Jason

---

**From:** Linley, Bobbi  
**Sent:** Monday, June 01, 2015 9:14 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Subject:** RE: Pest control

Thank you both.

### Bobbi Linley

Event Liaison, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001

---

**From:** Lynden, Jason  
**Sent:** Saturday, May 30, 2015 6:56 AM  
**To:** Bedry, Ricci  
**Cc:** Linley, Bobbi  
**Subject:** RE: Pest control

Heidi and her canine worker have been booked for June 10 at 9am to inspect the President's Lounge for bedbugs.

Thanks,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, May 28, 2015 3:41 PM  
**To:** Lynden, Jason  
**Subject:** Pest control

Good morning Jason,  
Can you please get a hold of Pest control company in the morning, and find out if they have someone that deals with bedbugs. Bobbi has just brought this to my attention, as she was there with a client whom put his book down and when he picked it up there was a bug on it and when he swooshed it off, it left a blood streak. Bobbi says that in the past they have had bedbug issues at the Orpheum before. A dog was brought in to check. Can the pest control company organize this or at least give us a contact so we can get it done again?

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

## Lynden, Jason

---

**From:** Lee, Rachael  
**Sent:** Monday, May 18, 2015 11:47 PM  
**To:** Lynden, Jason  
**Cc:** VCT Stage Door Attendants - DL; Crawford, Justine; Sangalang, Geraldine; Mclean, Alicia; Rosinski, Kristin; Bedry, Ricci; Linley, Bobbi; Rhine, Louanne; Clarke, Erin; Ahluwalia, Nilam; Sutherland, Arlene; Robinson, Greg; Griffin, Aliya  
**Subject:** QE log is AWOL? May 18: Rodent Logs

The log could not be located by Carlos tonight so we could not log this.

There was a mouse in the West main lobby, post show.  
Ran from the 'Heater by the fire stairwell' to the white plaster wall and went up into the grey kickplate and into the wall area.

Thanks  
Rachael

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 9:23 AM  
**To:** VCT All Staff - DL  
**Subject:** Rodent Logs

This morning I left the Mouse Sighting Log book at Stage Door at the Orpheum. There is now one at the Orpheum for Orph/Annex and at QET stage door for QET/PH. They are for when you see a mouse. There is a space for your name, the date of the sighting, the theatre/location of the sighting, and a column to be marked for when the Orkin tech has addressed the issue.

I won't be dealing with the reps personally every time they visit the site, so it would be a great help to our pest control efforts if Stage Door could share this log with the reps whenever they sign out keys to them.

Thank-you.

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Elliot, Sandra  
**Sent:** Friday, April 24, 2015 2:27 PM  
**To:** Lynden, Jason  
**Subject:** RE: Cleaners among the patrons

Not sure what Rachael has handed out, but if it's the old disposable kind then no wonder you have a problem!

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 1:07 PM  
**To:** Elliot, Sandra  
**Subject:** RE: Cleaners among the patrons

I'm told they are using what Rachel has been issuing to them? It seemed to be just a simple ear plug, similar to what you would use for ipods or cell phones?

---

**From:** Elliot, Sandra  
**Sent:** Friday, April 24, 2015 1:05 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

What are they currently using? Perhaps we should issue them the same ones as the AS staff have. They are more expensive but will not fall out as easily. Let me know what you think and I can show you what it looks like.  
SE

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 8:53 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** Re: Cleaners among the patrons

Pursuant to this issue, the current ear phones for the radios are not suited for the BSW staff. Due to the kinetic nature of the work, the ear pieces constantly fall out, and we cannot have the staff continually replacing them when their gloves are soiled with who knows what.

Thanks,

Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 5:58 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

Hello David,

It certain cases it might be necessary. Show coverage cleaners are instructed to clean all and any food waste from inside the house, as well as remove garbage from the dressing rooms, as part of our collective pest control efforts. They only have a limited amount of time to accomplish this before they leave for the night, so on some nights they may need to start in the house before it is completely empty of patrons.

I can instruct them to turn off their radios while they are cleaning the house post show to limit disruption?

Thanks very much. Everyone have themselves a great day.

Jason

---

**From:** Goodfellow, David  
**Sent:** Thursday, April 23, 2015 9:22 PM  
**To:** Lynden, Jason  
**Cc:** Elliot, Sandra; Muir, Miles  
**Subject:** Cleaners among the patrons

Is in necessary for the cleaners to be cleaning in the house post show while the there are still 100 audience members there, subjecting them to all of the opera FOH radio conversation at high volume? Could they not wait until the house is clear? This is happening after almost every show at the Playhouse. – Dave



## Lynden, Jason

---

**From:** Elliot, Sandra  
**Sent:** Thursday, April 09, 2015 12:06 PM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason  
**Subject:** FW: Pest Control

FYI

---

**From:** Mills, Steven  
**Sent:** Thursday, April 09, 2015 10:45 AM  
**To:** VCT Stage Door Attendants - DL  
**Subject:** Pest Control

Hello All,

Just a heads up that you will notice an increase in sticky mouse traps at the Orpheum Stage Door. I have had the misfortune of cleaning mouse dropping off our desk on occasion (and recently) so I just ceased the opportunity while Orkin was in the building.

Cheers (and don't forget to sterilize!),  
S.

## Lynden, Jason

---

**From:** Leroux, Guy  
**Sent:** Thursday, April 02, 2015 4:42 PM  
**To:** Cecic, Tanja; VCT All Staff - DL  
**Subject:** RE: Pest control Completed early. Please leave as soon as you can.

Hi all,  
The Pest Control activities at the QET have been completed a bit early so everyone should plan to leave in the next few minutes so we can be completely locked up by 5:00 pm.  
Have a great weekend.

Regards,  
Guy

**Guy Leroux**

Vancouver Services Review | City of Vancouver  
604.603.3407 Cellular  
604.873.7030 Land Line  
[guy.leroux@vancouver.ca](mailto:guy.leroux@vancouver.ca)

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---

**From:** Cecic, Tanja  
**Sent:** Thursday, April 02, 2015 3:03 PM  
**To:** VCT All Staff - DL  
**Subject:** FW: Pest control - Today, April 2nd after 5:30pm (NO ONE IN THE BUILDING)  
**Importance:** High

Good Afternoon,

Just a reminder and update about the Pest Control activities this afternoon. **Ricci would like to ensure that NO ONE should be in the building after 5:30pm today.** Housekeeping is fine for their shift start tomorrow at 6:00am.

Thanks,  
Tanja Cecic, Office Coordinator  
Vancouver Civic Theatres  
8.3022

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, April 01, 2015 11:48 AM  
**To:** VCT All Staff - DL  
**Subject:** Pest control

Good morning all,

Just a FYI; tomorrow at about 3pm I have the Pest Control company coming to the QET/Playhouse lower level and dressing rooms where we had some moth issues. They are going to be doing a fogging in those areas. It will take them a couple of hours to do.

I ask that nobody goes downstairs during this time.

We have picked this time as it is dark and Friday is a Stat, and the area needs 8-12 hrs of no one going down there and the fog will dissipate after that time.

If you have any questions or concerns please call me.

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 18, 2015 4:42 PM  
**To:** Lynden, Jason  
**Subject:** RE: pest control

Hi Jason, can we please meet to discuss this over?  
Let me know what time and day works for you?

Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 7:31 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci; Gajic, Sandra  
**Subject:** RE: pest control

Hi Jason,

Here is what I recommended to Diane for the fruit flies:

- Replace organic waste receptacles at the bars and cap stations with lidded, step-pedal receptacles. Researched with Brandy Afoon, who comped us a few options to test. Rejected by bartenders. Subsequently advised cleaning staff to switch from cardboard liners to plastic in small green organics totes.
- Offered to provide wheeled totes in the bottles rooms for the storage of empty pop / beer cans and water bottles. Your specific bags for pricing would fit the totes. Researched with Brandy Afoon to provide appropriate totes. Rejected because the cans and bottles apparently would be too heavy to lift. If you opted to go in this direction, you may want to discuss budget with Ric.
- Trap options at the bars, cap stations and bottle rooms. Opted for natural solution (vinegar) in small containers at food prep areas such as bars and cap stations. Went with over-the-counter traps that Diane provided in the bottle rooms. Most of these containers have since disappeared.
- Recommended sinks and drains be thoroughly rinsed and that no food waste such as lime rinds be left in the sinks. It was my understanding that only clean water was supposed to be going down the sinks??? (see attached picture, which is how I found the sink in the salon on Friday morning).
- Altered show coverage duties to include as much of a post-show clean in the auditoriums as the staff can manage before having to leave for the night, with the focus on food waste and drink containers.
- I would add a further recommendation that the garbage containers in the dressing rooms be removed. They are open containers, and they do not comply with the City's Zero Waste initiatives.

I hope this helps,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

I would be happy to discuss further with you regarding the fruit flies problem, we could do a walk around and you could show me what are the steps that you have tried in the past and we can go forward from there.  
On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, March 11, 2015 6:56 AM  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason,

The first step is to report the rodent / moth sightings in a way that it is going to get back to the Orkin reps. We have a rodent log book for QET/Playhouse at stage door. I can put a similar log book at the Orpheum stage door. They can include it in a FOH report. They can email Elizabeth or myself directly.

For the cloth moths, I will have to follow up with Chad at Orkin. Orkin's suggestion was to install monitor traps to help monitor activity. Chad has not been on sight as of yet, but I haven't had any sightings reported in two weeks.

Rodents. This will never be more than a control program. Given the age of the buildings, we are likely to always have a mice population. According to our Orkin reps, from a maintenance point of view, we can spend a million dollars sealing the buildings and drilling holes in the walls to place traps and eradicate nests, and still the buildings would not remain mice free. So far we are averaging 2 to 4 sightings per month in the QET/PH and I have received one reported sighting in the Orpheum in the last 6 months. From a Pest Control point of view, this is well under control.

Now, this doesn't mean we ignore the sightings. The reported sightings seem to be concentrated around the Sales Office atop the Salon. Chad has saturated the area with traps and we have cleaned the area according to Chad's recommendations. There is also no sign of food being left out to attract the mice. Unless we can identify a source of attraction to the area, the next step might be drilling into the drywall to see if we can identify where they are nesting.

Orkin reps Chad and Jason do have standing recommendations on specific exterior doors and entrances where they feel sealing the gaps under the doors would help to improve control efforts. In the past, this has been visited from a budgetary view and, to date, there has been no movement.

And please, continue to encourage staff to log their sightings. This information is a vital piece of our control efforts.

From a cleaning approach, the only concerns I have are any food that is left in the auditorium floors after a show, as we do sometimes encounter candy, chocolate or spilled pop that has been left overnight, and any food being left in the dressing room areas post show.

Fruit flies. To be blunt, this is a user issue. Yesterday morning we mustered in our staff room at the QET and found that there were four glass mugs left on the counter that had been used for coffee and were not rinsed out, let alone cleaned properly. So, our room had fruit flies. Drains not thoroughly rinsed, unsealed beverage containers that haven't been rinsed or food waste that is left in waste containers without properly sealed lids; soiled reusable beverage containers like coffee cups left throughout the lobbies, the leakage from beverage containers that sit all over the bottle room floors and soak into the cardboard thrown down. These are all user issues that are causing the fruit flies and that continue to be unaddressed.

Again, I'm going to painfully blunt. I am happy to assist with this as I can, but as previously indicated I spent a lot of time and effort on this issue for Diane and it proved to be a waste of my time. There is little more the cleaning staff can do about the fruit flies without the co-operation of the users of the buildings.

I hope this proved helpful.

Best regards,

Jason

---

**From:** Gordon, Jason  
**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** pest control

Hi guys, can you please give us an update on how we are tackling the pest control issues ( rodents/fruit flies/moths) within our venues?

I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

**Jason Gordon**  
Food & Beverage Manager, Vancouver Civic Theatres  
Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

cell: 604.679.4514  
tel: 604.665.3372  
fax: 604.665.3001  
email: [Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)

## Lynden, Jason

---

**From:** Daviduk, Rosemarie  
**Sent:** Sunday, March 15, 2015 2:23 PM  
**To:** Lynden, Jason  
**Subject:** RE: Rodent Logs

Hi there

I had the TA 3 report a mouse sighting for me on Tuesday 10<sup>th</sup> at the PH. This was at the end of my HTT shift.

The mouse ran across the PH lobby to the wall by the salon door. It went thru an opening in the wall.

R

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 9:23 AM  
**To:** VCT All Staff - DL  
**Subject:** Rodent Logs

This morning I left the Mouse Sighting Log book at Stage Door at the Orpheum. There is now one at the Orpheum for Orph/Annex and at QET stage door for QET/PH. They are for when you see a mouse. There is a space for your name, the date of the sighting, the theatre/location of the sighting, and a column to be marked for when the Orkin tech has addressed the issue.

I won't be dealing with the reps personally every time they visit the site, so it would be a great help to our pest control efforts if Stage Door could share this log with the reps whenever they sign out keys to them.

Thank-you.

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, March 11, 2015 12:03 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci; Elliot, Sandra; Leroux, Guy  
**Subject:** RE: pest control

Thank you all, I had fruit flies in my office yesterday too.... And fruit in sight ☺

The mice and other rodents problem is significant and the service we get might not be sufficient.

We will be cleaning and redoing the "sales" office which will become an office at QET and also doing further cleaning out of other spaces. Victoria and Elizabeth are on the roll again..... stay tuned..... we will be disturbing more mice as we go along.....

Thanks everyone,

Sandra

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

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On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

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**Sent:** Wednesday, March 11, 2015 6:56 AM  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

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Rodents. This will never be more than a control program. Given the age of the buildings, we are likely to always have a mice population. According to our Orkin reps, from a maintenance point of view, we can spend a million dollars sealing



the buildings and drilling holes in the walls to place traps and eradicate nests, and still the buildings would not remain mice free. So far we are averaging 2 to 4 sightings per month in the QET/PH and I have received one reported sighting in the Orpheum in the last 6 months. From a Pest Control point of view, this is well under control.

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And please, continue to encourage staff to log their sightings. This information is a vital piece of our control efforts.

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I hope this proved helpful.

Best regards,

Jason

---

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**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
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I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

**Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

cell: 604.679.4514

tel: 604.665.3372

fax: 604.665.3001

email: [Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)

## Lynden, Jason

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**Cc:** Gajic, Sandra; Elliot, Sandra  
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### **Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

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cell: 604.679.4514

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email:[Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)

## Lynden, Jason

---

**From:** Griffiths, Elizabeth  
**Sent:** Friday, February 27, 2015 9:38 AM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason  
**Subject:** FW: Mouse

More muridae marching....

Elizabeth

---

**From:** Cummings, Allan  
**Sent:** Thursday, February 26, 2015 6:59 PM  
**To:** Griffiths, Elizabeth  
**Cc:** VCT Stage Door Attendants - DL  
**Subject:** Mouse

Mouse spotted in Playhouse stage door office.

Perhaps the pest control people could put a few sticky traps in this area.

## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, January 21, 2015 12:04 PM  
**To:** Lynden, Jason; Charbonneau, Jason; Edwards, Patrick; Davidson, Victoria  
**Cc:** Bedry, Ricci; Elliot, Sandra  
**Subject:** RE: Chemical Sanitizer Dispenser

Just to confirm the outcome of this, we do have chemical dispensers at the QET and The Orpheum. Jason Lynden, will order 48 QUAT Spray bottles for the 2 complex dedicated to bars and food stations.

Also to avoid any confusion among the staff, the QUAT sanitizer available in the janitor's room are food safe and should not be an issue during the health inspector visit.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 9:46 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Chemical Sanitizer Dispenser

Hi Jason,

I'm not sure what you are thinking of in terms of a dispenser? Where would you be looking to have them installed? They would need to be tied in to a sink. Were you looking to have them tied into the bar sinks?

We have chemical dispensers in the janitor rooms with Quat Plus and Azure glass cleaner in them, which are the Dustbane products that the City is contractually tied to through Grand & Toy. The City also has environmental and OH&S standards that all chemicals on site must meet, so when it comes to the chemicals, we pretty much have to stick to getting them through the City's procurement staff.

We do clean certain F&B areas as part of our base and event cleaning already, but I can certainly make some spray bottles available to your staff. We have always had a certain amount of concern to just opening up our janitor rooms to all staff due to the varying levels of diligence when it comes to equipment being returned etc, but as far as I know at the VCT, all jani closets with chemical dispensers are on the various generations of master keys, which means that the majority staff do have access to them.

I would be happy to provide a quick info session for your staff on the dispensers and the chemicals if you thought that might help, and I'd be happy to can discuss any ways that we can help improve the level of cleanliness in any of the F&B areas.

In addition, I'll just provide a bit of background to some of the pest control issues I've been involved with since coming on site...

We had a cockroach problem in both sites that, to the best of my knowledge, has been dealt with sufficiently. I've had no word of a sighting in at least 8 or 9 months.

We have an ongoing mice issue, which is not out of the ordinary for older buildings in dense population centers. I work with the two Orkin techs, Jason at the Orpheum and Chad at the QET/Playhouse, who attend the sites on a monthly basis. We are down to one or three sightings per building per month, and we log this info so that the techs can address them upon their next visit. In fact, Chad is due at the QET this Saturday and will be here between 8am and 10am if you were interested in meeting with him.

There are a series of ongoing site recommendations common to both sites that involve food storage, sealing exterior access points and sealing and cleaning interior runs.

Fruit flies. Always an issue, and I made a series of recommendations to the previous AS manager that included putting lids on the garbage cans at food service stations, leaving out small bowls of vinegar at the stations and getting storage totes in the bottle rooms that keep the floors from getting covered in beer and pop drippings. The bartenders refused to have lids put on the garbage cans, the small trays of vinegar have mostly disappeared and they refused any changes to the empty pop and beer can storage options in the bottles rooms. We did put fruit fly traps in both rooms. Perhaps putting them at the bar and coffee stations would be a better option than the vinegar?

I'd be happy to revisit the tote option in the bottle rooms. It wouldn't change the weight or capacity of the existing bags; as long as the beer and wine bottles continue to be stored separately on the shelves, the bags could quite easily be lifted out of the totes.

I hope this helps. Just let me know how I can be of help in the future.

Thanks,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, January 21, 2015 9:08 AM  
**To:** Lynden, Jason  
**Subject:** FW: Chemical Sanitizer Dispenser

---

**From:** Gordon, Jason  
**Sent:** Tuesday, January 20, 2015 7:47 PM  
**To:** Charbonneau, Jason; Edwards, Patrick  
**Cc:** Bedry, Ricci  
**Subject:** Chemical Sanitizer Dispenser

Can you look into some sort of QUAT Sanitizer dispenser for me?  
Can you also check if they have a glass washer cleaning chemicals?

The plan is to roll out a cleaning plan for all the venues across all F&B areas.

I have dealt with Johnson Diversey in the past, so they might be a good bet!

Kind Regards,

**Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, January 21, 2015 10:58 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Chemical Sanitizer Dispenser

Hi Jason, can you give me a tour of the janitor's room at one point today, just in case we are talking about the same thing!

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 9:46 AM  
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**Cc:** Bedry, Ricci  
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Thanks,

Jason

---

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**Sent:** Wednesday, January 21, 2015 9:08 AM  
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---

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Kind Regards,

**Jason Gordon**  
Food & Beverage Manager, Vancouver Civic Theatres  
Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

## Lynden, Jason

---

**From:** Winstanley, Dave  
**Sent:** Monday, February 29, 2016 9:56 AM  
**To:** Lynden, Jason  
**Subject:** FW: Mice

Hi Jason

Please see note below RE: mouse sightings this weekend.

Thanks  
Dave W

**From:** Dan Paterson [<mailto:dpaterson@vancouveropera.ca>]  
**Sent:** Monday, February 29, 2016 9:43 AM  
**To:** Winstanley, Dave; Tom Wright  
**Subject:** Mice

Good Morning Dave,

I wanted to let you know that the mice situation has become quite a bit more noticeable in the QET. Last night during rehearsal I witnessed several mice running throughout the auditorium. Also one of our singers witnessed a mouse in his dressing room. If we could get some traps in the dressing rooms that would be appreciated.

Many thanks,

~Dan

--

Dan Paterson  
Technical Director  
Vancouver Opera  
1945 McLean Drive  
Vancouver, BC  
V5N 3J7  
(604)331-4822 - Direct  
(604)968-3660 - Mobile

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, February 05, 2016 1:47 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Subject:** RE: Green Room Couches

Thanks Jason ☺

Sandra

---

**From:** Lynden, Jason  
**Sent:** Friday, February 05, 2016 1:43 PM  
**To:** Bedry, Ricci; Gajic, Sandra  
**Subject:** Green Room Couches

Hello Ric and Sandra,

Michael and I looked at the couches in the QET Green Room. There is no way the mice are nesting in the couches; the material under the springs is almost paper thin, so there is no need to mutilate them.

I inspected underneath the cushions again, and found no evidence of mouse droppings. I suspect the mice were attracted by all the food left out all over the Green Room when the Korean boy band was here.

Thanks,

Jason

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, December 23, 2015 2:24 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci; Leung, Dennis  
**Subject:** RE: Mice Update

Nice work! Thank you!

---

**From:** Lynden, Jason  
**Sent:** Wednesday, December 23, 2015 2:23 PM  
**To:** Gajic, Sandra; Bedry, Ricci; Leung, Dennis  
**Subject:** Mice Update

Hi All,

We have had multiple reports of staff finding dead mice in the Orpheum, so the efforts of the new tech are paying off.

Thanks,

Jason

HAPPY KRAMPUS!

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Thursday, December 10, 2015 9:32 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci; Leung, Dennis  
**Subject:** Fw: Rodent: Furry Friends in the Playhouse Dec 10 Opera

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lee, Rachael <[Rachael.Lee@vancouver.ca](mailto:Rachael.Lee@vancouver.ca)>  
**Sent:** Thursday, December 10, 2015 21:18  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Sutherland, Arlene; Sangalang, Geraldine; Pietzsch, Sonia; Robinson, Greg; Griffin, Aliya; Guremel, Ish; Merritt, Patricia; Ahluwalia, Nilam; Mclean, Alicia; Gajic, Sandra; Burmas, Amanda; Wilson, Sean; VCT Security Stage Door Attendants - DL; Laxton, Rod; Leung, Alan  
**Subject:** Rodent: Furry Friends in the Playhouse Dec 10 Opera

Still around.

I asked Jaime at stage door QE to update our attendance log for our resident rodent.

Presence observed by Jake just before lights were called for intermission at 8:30 pm, seen scuttling from the bar at Orchestra right lobby headed toward the house on Orchestra Right.

Jake observes – sure was fast!

I am including Ric on this email as I am not sure if the EBMS FOH report is the best place for this information.

Thanks  
Rachael

---

**From:** Gajic, Sandra  
**Sent:** Saturday, October 31, 2015 8:47 AM  
**To:** Burmas, Amanda; Gordon, Jason; Gajic, Sandra  
**Cc:** Lee, Rachael; Sutherland, Arlene; Sangalang, Geraldine; Pietzsch, Sonia; Robinson, Greg; Griffin, Aliya; Burmas, Amanda; Guremel, Ish; Merritt, Patricia; Ahluwalia, Nilam; Mclean, Alicia  
**Subject:** Re: Furry Friends in the Playhouse for a Classical evening: AND Playhouse canopy lights.

Thank you Mandi for escalating the issues.

I have already alerted our colleagues at REFM re: mice requesting additional services. As for the lights, we are part of corporate upgrades and environmentally driven initiatives of replacing all of our FOH lights with LED light bulbs. This project met some serious delays which as a result meant that we are seeing a significant number of burnt light. I will escalate this one too as patrons' and staff safety is of utmost importance to us.

Keep on alerting us and escalating issues you feel have not been addressed in a timely manner.

(c) This Agreement may be executed in any number of counterparts. All counterparts, taken together, constitute one instrument. A party may execute this Agreement by signing any counterpart. Delivery of an executed signature page to this Agreement by either party by electronic transmission shall be as effective as delivery of a manually executed copy of this Agreement by such party.

Yours truly,


Name and Title of Other City Entity Signatory to be Provided IF and When Required

Accepted and agreed on behalf of Care Pest and Wildlife Control:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

CoV Initial: 

Care Pest Initial: \_\_\_\_\_

**SCHEDULE K -  
FORM OF LETTER AGREEMENT**

[Date]

Care Pest and Wildlife Control  
#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6

Dear Sir or Madam,

Re: Agreement based upon the Supply Agreement between Care Pest and Wildlife Control and City of Vancouver dated September 30, 2015 (the "Base Agreement")

The purpose of this letter agreement (this "Agreement") is to set out the terms and conditions upon which Care Pest and Wildlife Control (the "Supplier") shall supply Pest Control Services to the Vancouver Public Library (the "Purchaser").

Please have a duly authorized representative of the Supplier execute this Agreement and return one copy to the Purchaser.

**1. Application of Base Agreement**

The Supplier shall supply Pest Control Services to the Purchaser at the price(s) and otherwise pursuant to the terms and conditions stated in the Base Agreement, as though each reference to the City of Vancouver or the "City" in the Base Agreement were instead a reference to the Purchaser, with the exceptions stated in the following Section 2.

**2. Variations from the Base Agreement**

(a) The Purchaser's contact information for purposes of the application of Section Error! Reference source not found. of the Base Agreement shall be the following in lieu of the City of Vancouver address, contact name and facsimile number stated in the Base Agreement: to be provided if and when required.

(b) Section Error! Reference source not found. and Section 3.1(e) of the Base Agreement shall be excluded from the agreement between the Supplier and the Purchaser.

**3. Miscellaneous**

(a) This Agreement shall terminate upon the expiry or termination of the Base Agreement.

(b) This Agreement is governed by and must be construed in accordance with the laws of the Province of British Columbia.

CoV Initial: 

Care Pest Initial:

(c) This Agreement may be executed in any number of counterparts. All counterparts, taken together, constitute one instrument. A party may execute this Agreement by signing any counterpart. Delivery of an executed signature page to this Agreement by either party by electronic transmission shall be as effective as delivery of a manually executed copy of this Agreement by such party.

Yours truly,


Name and Title of Other City Entity Signatory to be Provided IF and When Required

Accepted and agreed on behalf of Care Pest and Wildlife Control:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

CoV Initial: 

Care Pest Initial:





4700000163	3/31/2011	102581 Doreen Purcell	1/1/2011	12/31/2015	CAD	\$ 30,000.00	\$ 10,400.00	\$ 4,400.00	\$ 4,400.00	\$ 4,400.00	\$ 4,400.00	\$ 3,200.00	Cancel reissue		Caretaker Fees
4700000156	3/10/2011	102100 MODU-LOC Fence Rentals LP	1/1/2011	12/31/2015	CAD	\$ 25,000.00	\$ 19,529.47	\$ 3,259.18	\$ 205.81	\$ -	\$ 2,255.93	\$ 30.52	None		
4700000113	1/6/2011	110710 City Pest Control	10/1/2010	12/31/2015	CAD	\$ 20,000.00	\$ 4,576.32	\$ 5,976.02	\$ 5,795.49	\$ 3,652.17	\$ -	\$ -	Cancel in Sept new contract will be in place		
4700000202	6/16/2011	100460 Broadway Locksmith Ltd	1/1/2011	12/31/2015	CAD	\$ 20,000.00	\$ 6,415.68	\$ 4,108.36	\$ 3,797.81	\$ 4,011.31	\$ 8,711.44	\$ 132.45	Cancel		
4700000203	6/16/2011	103170 T. R. Trades Reproduction Ltd	1/1/2011	12/31/2015	CAD	\$ 20,000.00	\$ 6,785.87	\$ 4,692.67	\$ 5,182.04	\$ 3,494.14	\$ 1,743.61	\$ 1,014.52	Cancel		
4700000215	7/4/2011	100891 C Y Loh Associates Ltd	1/1/2011	12/31/2015	CAD	\$ 20,000.00	\$ -	\$ 2,060.44	\$ 329.90	\$ -	\$ -	\$ -	Cancel		
4700000250	8/17/2011	107880 PowerGate Access Systems Inc	8/17/2011	12/31/2015	CAD	\$ 20,000.00	\$ -	\$ 1,287.15	\$ 188.24	\$ -	\$ -	\$ -	Cancel		
4700000119	1/6/2011	103090 Thyssenkrupp Elevator	10/1/2010	12/31/2015	CAD	\$ 17,000.00	\$ 2,871.28	\$ 5,705.14	\$ 3,257.75	\$ 3,257.75	\$ 3,469.87	\$ 2,543.94	More info Jim L		
4700000140	3/7/2011	101216 Flex Products Canada Inc	3/7/2011	12/31/2015	CAD	\$ 15,000.00	\$ 10,935.76	\$ 2,112.59	\$ 793.65	\$ 378.00	\$ -	\$ 1,870.85	Cancel		
4700000150	3/10/2011	100702 Chubb Edwards	1/1/2011	12/31/2015	CAD	\$ 15,000.00	\$ 6,779.11	\$ 1,221.78	\$ 885.23	\$ 3,200.16	\$ 2,913.72	\$ -	Cancel		
4700000157	3/10/2011	107032 Parklawn Sprinklers Ltd.	1/1/2011	12/31/2015	CAD	\$ 15,000.00	\$ 4,828.39	\$ 1,319.08	\$ 2,824.01	\$ 2,726.82	\$ 2,857.75	\$ 869.25	Cancel		
4700000196	6/8/2011	121805 Yellow Fence Rentals Inc	1/1/2011	12/31/2015	CAD	\$ 15,000.00	\$ 9,710.46	\$ 767.00	\$ 1,295.62	\$ 1,211.97	\$ 1,565.55	\$ 1,011.15	None		
4700000136	1/20/2011	120904 Webb Solutions Ltd	1/1/2011	12/31/2015	CAD	\$ 14,000.00	\$ 530.67	\$ 10,738.33	\$ 1,526.25	\$ -	\$ 454.75	\$ 750.00	Cancel		
4700000266	8/25/2011	122586 Design Roofing & Sheet Metal Ltd	8/25/2011	12/31/2015	CAD	\$ 10,000.00	\$ 8,694.50	\$ -	\$ 610.50	\$ 695.00	\$ -	\$ 3,745.47	Cancel		
4700000162	3/10/2011	103343 The Venetian Blind	1/1/2011	12/31/2015	CAD	\$ 8,500.00	\$ -	\$ -	\$ -	\$ -	\$ 4,813.15	\$ -	Cancel		
4700000243	8/10/2011	106997 Kodlak Signs Ltd	8/10/2011	12/31/2015	CAD	\$ 7,000.00	\$ 3,166.55	\$ 543.35	\$ -	\$ -	\$ 936.10	\$ 2,354.00	Cancel		
4700000151	3/10/2011	115537 Flag Outlet	1/1/2011	12/31/2015	CAD	\$ 5,000.00	\$ -	\$ -	\$ 1,657.56	\$ -	\$ -	\$ -	Cancel		
4700000245	8/10/2011	102326 Pacblue Digital Imaging Inc	8/10/2011	12/31/2015	CAD	\$ 4,500.00	\$ 2,669.58	\$ 106.23	\$ -	\$ 1,709.23	\$ 42.91	\$ -	Cancel		
4700000241	8/10/2011	101217 Fleming Decal & Sign Ltd	8/10/2011	12/31/2015	CAD	\$ 3,500.00	\$ 1,568.76	\$ 472.12	\$ -	\$ 1,466.12	\$ -	\$ -	Cancel		

## Lynden, Jason

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**From:** Leung, Dennis  
**Sent:** Tuesday, January 13, 2015 1:28 PM  
**To:** Ambrosi, Bruno; Azam, Mohammed; Bedry, Ricci; Bevacqua, Bert; Caisip, Teddy; Fang, Carlos; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Perez, Ricardo; Santos, Chris; Sibayan, Oscar  
**Cc:** Harvey, Ian  
**Subject:** FW: Outstanding Work Flow Report for January 5, 2015  
**Attachments:** outstanding invoices.xlsx

**Importance:** High

Please see the attached spreadsheet with the list of outstanding invoices (note there are two tabs in the spreadsheet). If you are listed on the spreadsheet, please process your work flows as soon as possible as per the instructions in Henry's below email.

Please contact me if you have any questions.  
Thank you,  
Dennis  
604-654-0956

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**From:** Woo, Henry  
**Sent:** Monday, January 05, 2015 12:00 PM  
**To:** Roberge, Daniel; Scollard, Taryn; Brown, Ken; Palmer, Cathy; Brown, Steve; Dobrovoiny, Jerry; Shames, Albert; Zupan, Mike; Bremner, Peter; Underwood, Chris; Dodd, Chris; Crowe, Brian; Avalos, Lia; Karlsson, Phil; Lundberg, David; Mack, Tiina; Hutch, Dave; Quinn, Brian; Normann, Howard; Harding, Bill; Soulliere, Thomas; Walton, Terry; Chin, Daisy; Hutchison, Susie; Hsu, Paul; Rogers, Marvin; Lalonde, Nicole; Keates, Rennie; Whitty, Ethel; Belli, Sharon; Standeven, Jennifer; Lintunen, Laura; Graves, Lynda; MacKenzie, Janice  
**Cc:** Administrative Managers - DL; Langeveld, Huub; Helm, Susanne; Manhas, Jag; Nguyen, Valencia; Lee, Esther; Krueger, Gregory; Wood, Barbara; Bruce, Paul; Kassam, Nick; Morrison, Julia; Dawson, Mahshid; Sansom, Tim; Gibson, Kate; Wong, Sharon; Bautista, Karen  
**Subject:** Outstanding Work Flow Report for January 5, 2015  
**Importance:** High

Hi everyone;

Attached is the Outstanding Work Flow Report as of January 05, 2015

With the **department deadline to process 2014 invoices by January 19, 2015**, if you can review and distribute the attached report to your appropriate staff to process their work flows as soon as possible.

To see the specific invoices for a particular line or individual, just double-click on the line in the pivot table and the details will pop up in a separate tab.

1. Follow-up actions that need to be performed by the departments:
  - FI invoices need to be coded and approved in SAP by the departments.
  - MM invoices with 47- series PO numbers (Framework Orders) needs to be coded and approved in SAP by the departments
  - MM invoices with 45 –series PO numbers need to have the goods receipt (GR) or service entry (SE) created in SAP.

- Reminder that when you create a goods receipt or service entry in 2015 for goods received or services rendered in 2014, **that the posting date for each line of the entry needs to be adjusted to December 31, 2014 (or earlier)**. Otherwise the charge will go into 2015.
- As a reminder, please note that when goods receipts or service entry are completed for MM invoices, **that you still need to go back to the original Work Flow email and hit the approval button** to let the system know the work has been completed and that the invoice is good to go. Otherwise it will stay in a pending status and the invoice will not be paid.

**Until these follow-up actions are performed, the expense and liability will not be recognized in SAP.**

Invoices relating to 2015 will not be processed until after the 2014 AP cut-off date of January 20 unless specified by the department as a priority.

Next report will be sent on Monday, January 12.

Regards,

Henry Woo, CA  
Manager Accounting Operations  
(604) 873-7916

BEDRYRI	RICCI BEDRY	1100 Real Estate	REFM-Bldg	284516	107418
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	285471	100563
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	285472	100563
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	285473	100563
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	285474	100563
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	286863	115689
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	287255	101626
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	287256	101626
FANGCA	CARLOS FANG	1100 Real Estate	REFM-Bldg	289172	101106
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	233700	101804
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	280612	115290
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	281781	104081
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	282730	113725
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	282889	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	282925	113725
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	282926	113725
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283017	104081
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283018	104081
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283117	107032
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283336	100301
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283337	100301
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283378	113725
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283577	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283578	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283579	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283580	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283583	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283584	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283585	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	283586	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284412	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284417	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284424	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284510	102304
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284586	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284676	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284677	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284683	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284693	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284694	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284695	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284696	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284699	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284738	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284942	110302

HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	284943	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	285794	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	285954	100058
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	285974	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286090	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286236	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286497	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286628	102304
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286752	112441
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286866	100601
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286870	101611
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	286925	100249
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	287166	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	287729	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	288265	112441
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	288266	112441
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	288425	110302
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	288690	101106
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	288738	119734
HOUSEDA	DARREN HOUSER	1100 Real Estate	REFM-Bldg	288804	110302

LEUNGDE	DENNIS LEUNG	1100 Real Estate	REFM-Bldg	280586	102105
LEUNGDE	DENNIS LEUNG	1100 Real Estate	REFM-Bldg	280839	101262
LEUNGDE	DENNIS LEUNG	1100 Real Estate	REFM-Bldg	289142	100058

PANMI	MICHAEL PAN	1100 Real Estate	REFM-Bldg	283566	100047
PANMI	MICHAEL PAN	1100 Real Estate	REFM-Bldg	284954	100582
PANMI	MICHAEL PAN	1100 Real Estate	REFM-Bldg	285294	102195
PANMI	MICHAEL PAN	1100 Real Estate	REFM-Bldg	286004	100582
PANMI	MICHAEL PAN	1100 Real Estate	REFM-Bldg	286655	100047
PANMI	MICHAEL PAN	1100 Real Estate	REFM-Bldg	287544	105028

SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	276309	117191
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	284018	100582
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	285619	100563
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	285823	102304
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	287142	100249
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	287378	102304
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	287417	102304
SANTOCH	CHRISTOPHER SANTOS	1100 Real Estate	REFM-Bldg	289656	101828

Brite-Lite Inc.	4500550150	274150 MM	11/20/2014	12/2/2014	1/3/2015
Canadian Linen & Uniform Service		5.3E+09 FI	11/28/2014	12/5/2014	1/3/2015
Canadian Linen & Uniform Service		5.3E+09 FI	11/7/2014	12/5/2014	1/3/2015
Canadian Linen & Uniform Service		5.3E+09 FI	11/14/2014	12/5/2014	1/3/2015
Canadian Linen & Uniform Service		5.3E+09 FI	11/21/2014	12/5/2014	1/3/2015
NationalPlumbing.com		48416 FI	12/7/2014	12/11/2014	1/3/2015
IPAC Chemicals Ltd		55762 FI	11/28/2014	12/12/2014	1/3/2015
IPAC Chemicals Ltd		55761 FI	11/28/2014	12/12/2014	1/3/2015
Entire Building Services Ltd		1063 FI	12/15/2014	12/19/2014	12/19/2014
Kristo's Glass Services Inc.	4700000351	7053 MM	5/6/2014	5/12/2014	6/13/2014
Black & Mcdonald Limited		51-493507 FI	10/31/2014	11/18/2014	12/22/2014
Viking Fire Protection Inc.	4500539620	430619 MM	10/31/2014	11/21/2014	12/16/2014
Priority Appliance Service Ltd		291414 FI	11/18/2014	11/25/2014	12/23/2014
Waste Management of Can	4700000124	301-51238 MM	12/1/2014	11/26/2014	12/18/2014
Priority Appliance Service Ltd		291412 FI	11/18/2014	11/26/2014	12/24/2014
Priority Appliance Service Ltd		291411 FI	11/18/2014	11/26/2014	12/24/2014
Viking Fire Protection Inc.		430745 FI	11/11/2014	11/26/2014	1/2/2015
Viking Fire Protection Inc.		430749 FI	11/11/2014	11/26/2014	1/2/2015
Parklawn Sprinklers Ltd.	4700000157	13194 MM	11/24/2014	11/26/2014	12/24/2014
B.C. Air Filter Ltd.	4700000125	223906 MM	11/25/2014	11/27/2014	12/18/2014
B.C. Air Filter Ltd.	4700000125	223907 MM	11/25/2014	11/27/2014	12/18/2014
Priority Appliance Service Ltd		291750 FI	11/25/2014	11/27/2014	12/24/2014
Waste Management of Canada		301-51240 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Canada		301-51241 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Canada		301-51240 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Canada		301-51241 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Can	4700000124	301-51239 MM	12/1/2014	11/27/2014	12/18/2014
Waste Management of Canada		301-51241 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Canada		301-51240 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Canada		301-51240 FI	12/1/2014	11/27/2014	12/18/2014
Waste Management of Can	4700000124	301-51570 MM	12/1/2014	12/2/2014	12/22/2014
Waste Management of Can	4700000124	301-51565 MM	12/1/2014	12/2/2014	12/22/2014
Waste Management of Can	4700000124	301-51570 MM	12/1/2014	12/2/2014	12/22/2014
Overhead Door Company	4700000175	2CSI-04473 MM	11/17/2014	12/2/2014	12/16/2014
Orkin Canada	4700000132	IN-583447 MM	11/20/2014	12/2/2014	12/16/2014
Waste Management of Canada		301-51239 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51252 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51241 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51240 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51241 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51240 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51240 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51240 FI	12/1/2014	12/2/2014	12/23/2014
Waste Management of Canada		301-51240 FI	12/1/2014	12/2/2014	12/23/2014
Orkin Canada	4700000132	IN-584831 MM	11/26/2014	12/3/2014	12/16/2014

Orkin Canada	4700000132	IN-583819	MM	11/21/2014	12/3/2014	12/16/2014
Orkin Canada	4700000132	IN-584719	MM	11/26/2014	12/8/2014	1/3/2015
Action Glass	4700000146	I016078	MM	11/24/2014	12/8/2014	1/2/2015
Orkin Canada	4700000132	IN-583783	MM	11/21/2014	12/8/2014	1/3/2015
Orkin Canada	4700000132	IN-583704	MM	11/21/2014	12/9/2014	1/3/2015
Orkin Canada	4700000132	IN-585017	MM	11/26/2014	12/9/2014	1/3/2015
Orkin Canada	4700000132	IN-585019	MM	11/26/2014	12/10/2014	1/3/2015
Overhead Door Company	4700000175	2CSI-0449E	MM	12/4/2014	12/10/2014	1/3/2015
Executive Building Mainten:	4700000182	39008	MM	11/28/2014	12/10/2014	12/22/2014
Waste Management of Canada		301-51240	FI	12/1/2014	12/11/2014	1/3/2015
Emterra Environmental		461-34307	FI	11/30/2014	12/11/2014	1/3/2015
Austin Metal Fabricators LP	4700000186	5476-5356	MM	11/30/2014	12/11/2014	1/2/2015
Orkin Canada	4700000132	IN-585149	MM	11/27/2014	12/11/2014	1/3/2015
Orkin Canada	4700000132	IN-585559	MM	11/28/2014	12/15/2014	1/3/2015
Executive Building Mainten:	4700000182	39106	MM	11/20/2014	12/17/2014	12/22/2014
Executive Building Mainten:	4700000182	39107	MM	11/13/2014	12/17/2014	12/22/2014
Orkin Canada	4700000132	IN-587192	MM	12/5/2014	12/17/2014	1/3/2015
Entire Building Services Ltd	4700000618	1058	MM	11/28/2014	12/18/2014	12/19/2014
JUST Mechanical Ltd.	4700000209	7008	MM	12/6/2014	12/18/2014	12/19/2014
Orkin Canada	4700000132	IN-585696	MM	11/29/2014	12/18/2014	1/3/2015
Kone Inc.		1.51E+08	FI	11/5/2014	11/18/2014	1/2/2015
Frontier Power Products Ltc	4700000152	264677	MM	11/4/2014	11/18/2014	1/3/2015
Action Glass	4700000146	I016308	MM	12/9/2014	12/19/2014	1/3/2015
Acklands-Grainger Inc.	4700002269	5.64E+10	MM	11/19/2014	11/27/2014	12/10/2014
Canadian Pest Control Ltd.		IN-584900	FI	11/26/2014	12/3/2014	1/3/2015
Nedco		1305432	FI	11/28/2014	12/4/2014	1/3/2015
Canadian Pest Control Ltd.		IN-584957	FI	11/26/2014	12/8/2014	1/3/2015
Acklands-Grainger Inc.	4700002269	5.64E+10	MM	11/28/2014	12/10/2014	12/24/2014
McRae's Environmental Services Ltd		319596	FI	11/26/2014	12/12/2014	1/3/2015
City Elevator Ltd		16832	FI	10/22/2014	10/28/2014	11/13/2014
Canadian Pest Control Ltd.		IN-583557	FI	11/20/2014	11/28/2014	12/24/2014
Canadian Linen & Uniform S	4700000121	5.3E+09	MM	11/28/2014	12/5/2014	1/3/2015
Overhead Door Company	4700000175	2CSI-0449E	MM	12/2/2014	12/8/2014	1/3/2015
Austin Metal Fabricators LP	4700000186	5488-5531	MM	11/30/2014	12/11/2014	1/2/2015
Overhead Door Company	4700000175	2CSI-0449S	MM	12/4/2014	12/12/2014	1/3/2015
Overhead Door Company	4700000175	2CSI-0449E	MM	12/3/2014	12/12/2014	1/3/2015
Landmark Clocks Internatio	4700002015	171214	MM	12/17/2014	12/23/2014	1/3/2015



-41,975	-42,007	MARCIWE WENDY M/	6 WEB CYCLE	262 Dino Goun	2006
31	2	MARCIWE WENDY M/	6 WEB CYCLE	999	
31	2	MARCIWE WENDY M/	6 WEB CYCLE	999	
31	2	MARCIWE WENDY M/	6 WEB CYCLE	999	
31	2	MARCIWE WENDY M/	6 WEB CYCLE	999	
25	2	TSEMA MAGGIE TS	6 WEB CYCLE	999	
24	2	MCKAYSU SUSY MCK/	6 WEB CYCLE	999	
24	2	MCKAYSU SUSY MCK/	6 WEB CYCLE	999	
17	17	MCKAYSU SUSY MCK/	6 WEB CYCLE	999	
238	206	MCKAYSU SUSY MCK/	6 WEB CYCLE	108 Dino Goun	2012
48	14	MARCIWE WENDY M/	6 WEB CYCLE	999	
45	20	HUANGDA ZHAOBIN H	6 WEB CYCLE	259 Gamaliel M	2006
41	13	HUANGDA ZHAOBIN H	6 WEB CYCLE	999	
40	18	WONGED EDWARD V	6 WEB CYCLE	262 Dino Goun	2006
40	12	HUANGDA ZHAOBIN H	6 WEB CYCLE	999	
40	12	HUANGDA ZHAOBIN H	6 WEB CYCLE	999	
40	3	HUANGDA ZHAOBIN H	6 WEB CYCLE	999	
40	3	HUANGDA ZHAOBIN H	6 WEB CYCLE	999	
40	12	HUANGDA ZHAOBIN H	6 WEB CYCLE	204 JasonFung-	2006
39	18	MARCIWE WENDY M/	6 WEB CYCLE	204 JasonFung-	2006
39	18	MARCIWE WENDY M/	6 WEB CYCLE	204 JasonFung-	2006
39	12	HUANGDA ZHAOBIN H	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
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39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	262 Dino Goun	2006
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
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39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
39	18	WONGED EDWARD V	6 WEB CYCLE	999	
34	14	WONGED EDWARD V	6 WEB CYCLE	262 Dino Goun	2006
34	14	WONGED EDWARD V	6 WEB CYCLE	262 Dino Goun	2006
34	14	WONGED EDWARD V	6 WEB CYCLE	262 Dino Goun	2006
34	20	VOONGSA SARAH VO	6 WEB CYCLE	274 Wen Shi	2006
34	20	VOONGSA SARAH VO	6 WEB CYCLE	274 Wen Shi	2006
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
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34	13	WONGED EDWARD V	6 WEB CYCLE	999	
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34	13	WONGED EDWARD V	6 WEB CYCLE	999	
34	13	WONGED EDWARD V	6 WEB CYCLE	999	
33	20	VOONGSA SARAH VO	6 WEB CYCLE	274 Wen Shi	2006

33	20	VOONGSA	SARAH VO	6	WEB CYCLE	274	Wen Shi	2006
28	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
28	3	WONGED	EDWARD V	6	WEB CYCLE	274	Wen Shi	2006
28	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
27	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
27	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
26	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
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25	2	MCKAYSU	SUSY MCK/	6	WEB CYCLE	999		
25	3	WONGED	EDWARD V	6	WEB CYCLE	262	Dino Gouni	2006
25	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
21	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
19	14	MCKAYSU	SUSY MCK/	6	WEB CYCLE	204	JasonFung-	2006
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18	17	MCKAYSU	SUSY MCK/	6	WEB CYCLE	224	Wen Shi	2006
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48	3	MCKAYSU	SUSY MCK/	6	WEB CYCLE	999		
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17	2	WONGED	EDWARD V	6	WEB CYCLE	274	Wen Shi	2006
39	26	WONGED	EDWARD V	6	WEB CYCLE	215	Harinder K:	2006
33	2	MARCIWE	WENDY M/	6	WEB CYCLE	999		
32	2	TSEMA	MAGGIE TS	6	WEB CYCLE	999		
28	2	MARCIWE	WENDY M/	6	WEB CYCLE	999		
26	12	WONGED	EDWARD V	6	WEB CYCLE	215	Harinder K:	2006
24	2	TSEMA	MAGGIE TS	6	WEB CYCLE	999		
69	53	MARCIWE	WENDY M/	6	WEB CYCLE	999		
38	12	MARCIWE	WENDY M/	6	WEB CYCLE	999		
31	2	MARCIWE	WENDY M/	6	WEB CYCLE	262	Dino Gouni	2006
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24	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006
13	2	TSEMA	MAGGIE TS	6	WEB CYCLE	274	Wen Shi	2006

Real Estate	249.38	279.31 CAD
	36.96	41.39 CAD
	36.96	41.39 CAD
	36.96	41.39 CAD
	36.96	41.39 CAD
	185	194.25 CAD
	144	151.2 CAD
	144	151.2 CAD
	2,700.00	2,835.00 CAD
Board of Pa	480.2	537.82 CAD
	278	291.9 CAD
Real Estate	920	966 CAD
	195.93	207.97 CAD
Real Estate	518.98	544.93 CAD
	131.95	138.55 CAD
	131.95	138.55 CAD
	1,996.00	2,118.20 CAD
	536	579.6 CAD
Real Estate	217	227.85 CAD
Real Estate	221.76	245.22 CAD
Real Estate	229.92	257.51 CAD
	163.95	172.15 CAD
	24.95	26.2 CAD
	24.95	26.2 CAD
	24.95	26.2 CAD
	52.31	54.93 CAD
Real Estate	177.88	186.77 CAD
	52.31	54.93 CAD
	24.95	26.2 CAD
	24.95	26.2 CAD
Real Estate	201.67	211.75 CAD
Real Estate	121.6	127.68 CAD
Real Estate	309	324.45 CAD
Real Estate	1,167.60	1,225.99 CAD
Real Estate	67.5	70.88 CAD
	28.95	30.4 CAD
	24.95	26.2 CAD
	24.95	26.2 CAD
	24.95	26.2 CAD
	52.31	54.93 CAD
	24.95	26.2 CAD
	28.95	30.4 CAD
	28.95	30.4 CAD
	24.95	26.2 CAD
Real Estate	66.5	69.83 CAD

Real Estate	78.5	82.43 CAD
Real Estate	62.5	65.63 CAD
Real Estate	186.77	196.11 CAD
Real Estate	76.5	80.33 CAD
Real Estate	79.5	83.48 CAD
Real Estate	56.5	59.33 CAD
Real Estate	70.5	74.03 CAD
Real Estate	151.25	158.82 CAD
Real Estate	95	99.75 CAD
	28.95	30.4 CAD
	22	23.1 CAD
Real Estate	272	285.6 CAD
Real Estate	67.5	70.88 CAD
Real Estate	61.5	64.58 CAD
Real Estate	1,217.00	1,277.85 CAD
Real Estate	1,230.00	1,291.50 CAD
Real Estate	62.5	65.63 CAD
Real Estate	250	262.5 CAD
Real Estate	170	178.5 CAD
Real Estate	64	67.2 CAD

	6,926.63	7,272.96 CAD
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Real Estate	1,123.02	1,208.78 CAD
Real Estate	551.67	579.25 CAD

Real Estate	82.57	92.48 CAD
	203	213.15 CAD
	420	470.4 CAD
	628	659.4 CAD
Real Estate	399.51	447.46 CAD
	1,475.00	1,548.75 CAD

	900	945 CAD
	93	97.65 CAD
Real Estate	65.66	73.54 CAD
Real Estate	415.47	436.25 CAD
Real Estate	2,788.00	2,927.40 CAD
Real Estate	371.64	390.22 CAD
Real Estate	342.5	359.63 CAD
Real Estate	585	614.25 CAD

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Monday, November 23, 2015 8:50 AM  
**To:** Gajic, Sandra  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** RE: mice and rats at Orpheum

I have just talked to the Pest company, and I have them coming tomorrow morning on an emergency basis to try and address this rodent problem.

They will still come on Friday as a regularly scheduled visit.

Thanks

Ricci

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Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

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**From:** Ahluwalia, Nilam <[nilam.ahluwalia@vancouver.ca](mailto:nilam.ahluwalia@vancouver.ca)>  
**Sent:** Saturday, November 21, 2015 22:50

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**To:** Gail Sandra  
**Subject:**

## Lynden, Jason

---

**From:** Bedry, Ricci  
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**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
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**Subject:**



## Lynden, Jason

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**Sent:** Saturday, November 21, 2015 22:50  
**To:** Gajic, Sandra  
**Subject:**

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Monday, November 02, 2015 8:29 AM  
**To:** Gajic, Sandra; Lynden, Jason; Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Leung, Dennis; Iosef, Phillip; Edwardson, Krista  
**Subject:** RE: Mice at Playhouse

We have just gotten a new pest control provider , will mention the concern and urgency to them.

Thanks

Ricci

---

**From:** Gajic, Sandra  
**Sent:** Friday, October 30, 2015 7:38 PM  
**To:** Bedry, Ricci; Lynden, Jason; Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Leung, Dennis; Iosef, Phillip; Edwardson, Krista  
**Subject:** Mice at Playhouse  
**Importance:** High

I am at a concert sitting at the back - two mice run between me and other audience members. It caused quite a commotion!

In speaking with TA3 I found out that we have had mice running around the theatre here for the last two weeks.

What is being done?

I fully expect someone to scream in the middle of performance and we would need to evacuate!

This is urgent!!!!!!!!!!

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Friday, October 30, 2015 7:13 AM  
**To:** Lynden, Jason  
**Subject:** FW: Pest control issues at the Orpheum!

**Importance:** High

FYI

---

**From:** Gajic, Sandra  
**Sent:** Thursday, October 29, 2015 5:45 PM  
**To:** Bedry, Ricci; Gordon, Jason  
**Cc:** Leung, Dennis; Leroux, Guy; McManus, Paul; Iosef, Phillip; Cecic, Tanja  
**Subject:** Pest control issues at the Orpheum!  
**Importance:** High

Hi Jason and Ricci,

This might have been logged and/or brought to your attention but we have significant problems with mice at the Orpheum that has not been adequately addressed.

Tanja is now finding mice droppings inside the printer's paper trays and has been informed by Stage door staff that they start their day every morning by cleaning their desk surfaces from mice droppings.

I am not sure about other sightings but I would appreciate your immediate attention to this issue.

Many thanks,

Sandra

**Sandra Gajic**

Director  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3020 | C: 604.369.5059 | F: 604.665.3001

**VANCOUVER CIVIC THEATRES**

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX



## Lynden, Jason

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**From:** Bedry, Ricci  
**Sent:** Wednesday, March 11, 2015 7:19 AM  
**To:** Lynden, Jason  
**Subject:** FW: FOCM Mice

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**From:** Ahluwalia, Nilam  
**Sent:** Tuesday, March 10, 2015 10:37 PM  
**To:** Griffiths, Elizabeth; Bedry, Ricci  
**Cc:** Elliot, Sandra  
**Subject:** FOCM Mice

After the FOCM performance saw a mouse running from the PH lobby to the salon corner door. There is an opening in the corner which should be filled because that is where it went.

Nilam

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, March 10, 2016 8:41 AM  
**To:** John Poschner; Lynden, Jason; julia@carepest.com  
**Cc:** Max Astrero  
**Subject:** RE: Door Seal Installation at Orpheum Theatre and Queen Elizabeth Theatre

Please go ahead  
Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

---

**From:** John Poschner [<mailto:john@carepest.com>]  
**Sent:** Tuesday, March 08, 2016 4:41 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Max Astrero  
**Subject:** Door Seal Installation at Orpheum Theatre and Queen Elizabeth Theatre

Regarding: Door Seal Installation to prevent rodents from entering the building

Location: Queen Elizabeth Theatre, 649 Cambie Street in Vancouver

- Cambie Street side of building, one overhead door, sweep is broken, replace missing sections
- Hamilton Street side, one set of double doors, space in the middle bottom section and one small hole beside door, metal plate install and seal hole

Cost for all installs will be \$195.00 + GST

Location: Orpheum Theatre, 865 Seymour Street in Vancouver

- In back alley, eight metal doors (four double doors) needs bottom metal strip installation
- In back alley, one set of glass doors needs bottom metal strip installation
- Interior cash room doors, two doors need bottom metal strip installation
- Interior stage door next to metal mouse trap leading into emergency exit of next door building, needs bottom metal strip installation

Cost for all installs will be \$780.00 + GST.

Please contact me or the office if you have any questions.

Thank You,

Kind regards,

**John Poschner**  
Sales Associate

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6  
PH: 604-432-9422  
FX: 604-432-9425  
[john@carepest.com](mailto:john@carepest.com)  
[www.carepest.com](http://www.carepest.com)

**TERMINIX**  
**CANADA**



## Lynden, Jason

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**Subject:**



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**Sent:** Saturday, November 21, 2015 22:50  
**To:** Gajic, Sandra  
**Subject:**

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, December 16, 2015 3:52 PM  
**To:** Gordon, Jason; Griffin, Aliya; Lynden, Jason  
**Cc:** Gajic, Sandra; Leung, Dennis  
**Subject:** RE: Mouse poison in the coat check

We haven't put any traps in the QET/PH yet they aren't coming until tomorrow. This must have been an old trap, and someone must have moved it to the coat check as the previous company never placed any there as they removed all the ones they put out. We will talk to the new company to make them aware of this situation, but most of the traps do have poison in them. It is a general policy to not put them in areas where children are so they don't go into them. Let me know if you have any other concerns

Thanks  
Ricci

---

**From:** Gordon, Jason  
**Sent:** Wednesday, December 16, 2015 3:45 PM  
**To:** Griffin, Aliya; Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra  
**Subject:** RE: Mouse poison in the coat check

Thank you for addressing this Aliya, I agree that this is a serious safety concern.

Ric – can you please on the corrective measures that are being taken here to rectify this situation?

Jason

---

**From:** Griffin, Aliya  
**Sent:** Wednesday, December 16, 2015 1:01 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci  
**Subject:** Mouse poison in the coat check

Hi all,

I know that we have been told to put all issues on the FOH Report, but I thought this particular issue warranted a private email.

After handing out a booster seat at the Playhouse today, I noticed a strange material on the shelf that I had just taken the booster seat from. Upon closer inspection of the material (little white, blue, and black bits the size of rice grains), I realized it was coming from little black boxes that were labeled as Rodenticide and had a pest control number on them. What appears to be mouse poison was scattered on the booster seats in the shelves in the Playhouse Coat Check! At least 3 of these seats went out to small children today at the Arts Umbrella show. I tried to get the seats back but the show was starting and I could not find the patrons. The BSWs cleaned the substance and disposed of that particular box, but I don't know how many more there are throughout the theatres.

Needless to say, it would be great if staff could be made aware of where poison is in the various houses, and perhaps it could not be put in places where it can get onto things that staff and patrons touch. I also think that the booster seats in the Playhouse should be cleaned.

Thank you,

Aliya

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Friday, October 30, 2015 7:13 AM  
**To:** Lynden, Jason  
**Subject:** FW: Pest control issues at the Orpheum!

**Importance:** High

FYI

---

**From:** Gajic, Sandra  
**Sent:** Thursday, October 29, 2015 5:45 PM  
**To:** Bedry, Ricci; Gordon, Jason  
**Cc:** Leung, Dennis; Leroux, Guy; McManus, Paul; Iosef, Phillip; Cecic, Tanja  
**Subject:** Pest control issues at the Orpheum!  
**Importance:** High

Hi Jason and Ricci,

This might have been logged and/or brought to your attention but we have significant problems with mice at the Orpheum that has not been adequately addressed.

Tanja is now finding mice droppings inside the printer's paper trays and has been informed by Stage door staff that they start their day every morning by cleaning their desk surfaces from mice droppings.

I am not sure about other sightings but I would appreciate your immediate attention to this issue.

Many thanks,

Sandra

**Sandra Gajic**

Director  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3020 | C: 604.369.5059 | F: 604.665.3001

**VANCOUVER CIVIC THEATRES**

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX



## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, June 11, 2015 3:22 PM  
**To:** Lynden, Jason  
**Subject:** pest control

Jason,

You may receive a call from Rob Johnson, who is a buyer for us at the city. The pest control contract is up and going out for RFP. He may have some questions for you in regards to Orkin. I had told him about our door sweeps and that Chad wanted us to contact him directly as he said his boss would give to someone else and that he worked on a commission type basis, but I wasn't sure so that is why I asked Rob to talk to you.

Thanks

Ricci Bedry

Operations Supervisor

Civic Theatres

604-665-3538

Cell 604-968-1337

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, May 28, 2015 3:41 PM  
**To:** Lynden, Jason  
**Subject:** Pest control

Good morning Jason,

Can you please get a hold of Pest control company in the morning, and find out if they have someone that deals with bedbugs. Bobbi has just brought this to my attention, as she was there with a client whom put his book down and when he picked it up there was a bug on it and when he swooshed it off, it left a blood streak. Bobbi says that in the past they have had bedbug issues at the Orpheum before. A dog was brought in to check. Can the pest control company organize this or at least give us a contact so we can get it done again?

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337



## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, April 01, 2015 11:48 AM  
**To:** VCT All Staff - DL  
**Subject:** Pest control

Good morning all,

Just a FYI, tomorrow at about 3pm I have the Pest Control company coming to the QET/Playhouse lower level and dressing rooms where we had some moth issues. They are going to be doing a fogging in those areas. It will take them a couple of hours to do.

I ask that nobody goes downstairs during this time.

We have picked this time as it is dark and Friday is a Stat, and the area needs 8-12 hrs of no one going down there and the fog will dissipate after that time.

If you have any questions or concerns please call me.

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, December 17, 2015 12:01 PM  
**To:** Lynden, Jason  
**Subject:** FW: Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

**Importance:** High

---

**From:** Bevacqua, Bert  
**Sent:** Thursday, December 17, 2015 12:01 PM  
**To:** [clientcare@carepest.com](mailto:clientcare@carepest.com)  
**Cc:** Max Astrero; Bedry, Ricci  
**Subject:** FW: Care Pest Inspection Report  
**Importance:** High

Max,

I had another sent to me and it's for the Queen Elizabeth Theatre

Bert

**From:** [clientcare@carepest.com](mailto:clientcare@carepest.com) [<mailto:clientcare@carepest.com>]  
**Sent:** Thursday, December 17, 2015 9:14 AM  
**To:** Bevacqua, Bert  
**Subject:** Care Pest Inspection Report

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)  
Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company

**Service Inspection Report  
 Detailed Service Report #301708**

**Client:** 107095  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107095  
 COV - Queen Elizabeth Theatre  
 649 Cambie Street  
 Vancouver, BC V6B 2P1

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Struct IPM #173166

Scott Baker

**Time In:** 12/17/2015 08:48 AM **Terms:** NET 30  
**Time Out:** 12/17/2015 09:12 AM **PO #:** Maintenance

Order #	Service Description	Quantity
301708	Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats,	1.00

**Service Comments**

**Tech Comment:** Inspected all exterior rodent bait stations no bait taken at this time as all new station placed around building.  
 Inspected all interior station no activity inside at this time cleaned and refreshed all stations add station in laundry rooms,bar's and back hallways

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity	Created
Responsibility	Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity	Created
Responsibility	Last Inspected

**Pest Summary**

None Noted

**Device Summary**

	Quantity	With Activity	Without Activity	Total Inspected	Device Exceptions		
					Replaced	Removed	Skipped
Exterior Rodent Bait Station	0	0	6	6	0	0	0
Insect Monitors	0	0	6	6	0	0	0
Interior Rodent Bait Station	0	0	4	4	0	0	0
Mouse snap trap	0	0	1	1	0	0	0
<b>- Totals</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**

Area Inspected	Pest Findings	Time
Exteriors		8:57 AM
Interior		8:55 AM



A TERMINIX Canada Company

#1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
Tel: 604-432-9422 / Fax: 604-432-9425 / www.corepest.com

## Service Inspection Report Detailed Service Report #301708

### Area Inspections

Area Inspected	Pest Findings	Time
Interior -> Bars		8:52 AM
Interior -> Catering kitchen		8:53 AM
Interior -> Coat check		8:53 AM
Interior -> House		8:53 AM
Interior -> House -> Exit doors		8:53 AM
Interior -> Laundry room		8:55 AM
Interior -> Loading dock		8:54 AM
Interior -> Staff lunch room		8:54 AM

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exteriors</i>					
	*Station 1	Exterior Rodent Bait Station	None		8:58 AM
	*Station 2	Exterior Rodent Bait Station	None		8:58 AM
	*Station 3	Exterior Rodent Bait Station	None		8:58 AM
	*Station 4	Mouse snap trap	None		8:58 AM
	*Station 5	Exterior Rodent Bait Station	None		9:08 AM
	*Station 6	Exterior Rodent Bait Station	None		9:09 AM
	*Station 7	Exterior Rodent Bait Station	None		9:09 AM
<i>Interior -&gt; Bars</i>					
	*Station 1	Insect Monitors	None		8:53 AM
	*Station 2	Insect Monitors	None		8:53 AM
	*Station 3	Insect Monitors	None		8:53 AM
	*Station 4	Insect Monitors	None		8:53 AM
<i>Interior -&gt; House -&gt; Exit doors</i>					
	*Station 5	Interior Rodent Bait Station	None		8:54 AM
	*Station 6	Interior Rodent Bait Station	None		8:54 AM
<i>Interior -&gt; Laundry room</i>					
	*Station 9	Interior Rodent Bait Station	None		8:55 AM
	*Station 10	Interior Rodent Bait Station	None		8:56 AM
<i>Interior -&gt; Staff lunch room</i>					
	*Station 7	Insect Monitors	None		8:55 AM
	*Station 8	Insect Monitors	None		8:55 AM
<b>Total Devices:</b>	<b>17</b>	<b>Skipped:</b>	<b>0</b>	<b>No Activity:</b>	<b>17</b>
				<b>Activity:</b>	<b>0</b>

### Material Application Details

Material Applied	Active Ingredient	Application Method	Application Rate
EPA #	Lot #	Application Equipment	Sq/Cu/L Ft

None Noted

N/A

N/A

Weather:

## Lynden, Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, December 17, 2015 12:00 PM  
**To:** Lynden, Jason  
**Subject:** FW: Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf  
  
**Importance:** High

---

**From:** Bevacqua, Bert  
**Sent:** Thursday, December 17, 2015 11:46 AM  
**To:** [clientcare@carepest.com](mailto:clientcare@carepest.com)  
**Cc:** Bedry, Ricci; Max Astrero  
**Subject:** FW: Care Pest Inspection Report  
**Importance:** High

Hello,

You sent this to the wrong contact.  
This is for the Orpheum Theatres not engineering facility

Bert

**From:** [clientcare@carepest.com](mailto:clientcare@carepest.com) [<mailto:clientcare@carepest.com>]  
**Sent:** Thursday, December 17, 2015 10:31 AM  
**To:** Bevacqua, Bert  
**Subject:** Care Pest Inspection Report

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)  
Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company



A TERMINIX Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

# Service Inspection Report Detailed Service Report #301710

**Client:** 107181  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107181  
 COV - Orpheum Theatre  
 865 Seymour Street  
 Vancouver, BC

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Structl IPM #173166

Customer is unavailable to sign

Scott Baker

**Time In:** 12/17/2015 09:34 AM **Terms:** NET 30  
**Time Printed:** 12/17/2015 01:31 PM **PO #:** Maintenance

Order #	Service Description	Quantity
301710	Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats,	1.00

### Service Comments

None Noted

### Materials Summary

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

### Open Conditions

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility

Created  
 Last Inspected

### Conditions Resolved This Visit

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility

Created  
 Last Inspected

### Pest Summary

None Noted

Quantity

### Device Summary

	With Activity	Without Activity	Total Inspected	Device Exceptions		
				Replaced	Removed	Skipped
Exterior Rodent Bait Station	1	0	1	0	0	0
Insect Monitors	0	6	6	0	0	0
Interior Mechanical Mouse Tr	0	1	1	0	0	0
Interior Rodent Bait Station	0	14	14	0	0	0
Mouse snap trap	0	2	2	0	0	0
<b>- Totals</b>	<b>1</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

### Area Inspections

Area Inspected	Pest Findings	Time
Exterior		10:03 AM
Interior		10:30 AM

Comment: 1. Inspected all exterior rodent bait stations 60% bait taken at this time cleaned and refreshed all station around building. Inspected all interior



**CARE**  
 PEST & WILDLIFE  
 CONTROL  
 A TERMINIX Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

## Service Inspection Report Detailed Service Report #301710

### Area Inspections

Area Inspected	Pest Findings	Time
rodent stations no activity found at this time add station to carpenters office on main level across from stage door		
Interior -> Backstage		10:05 AM
Interior -> Bars		10:09 AM
Interior -> Box office		10:17 AM
Interior -> Carpenters office		10:05 AM
Interior -> Cat walk		10:08 AM
Interior -> Catering curtain		10:15 AM
Interior -> Dressing rooms		10:08 AM
Interior -> Front of house		10:08 AM
Interior -> House		10:08 AM
Interior -> Loading dock		10:07 AM
Interior -> Lunch room		10:07 AM
Interior -> Maintenance office		10:06 AM
Interior -> Roof air room		10:06 AM
Interior -> Stage office		10:06 AM
Interior -> Tunnels		10:06 AM

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exterior</i>					
	*Station 1	Exterior Rodent Bait Station	Activity		10:15 AM
<i>Interior</i>					
	*0	Mouse snap trap	None		9:59 AM
<i>Interior -&gt; Backstage</i>					
	*Station 14	Interior Rodent Bait Station	None		10:14 AM
	*Station 15	Insect Monitors	None		10:14 AM
	*Station 16	Interior Mechanical Mouse Trap	None		10:14 AM
<i>Interior -&gt; Bars</i>					
	*0	Mouse snap trap	None		10:10 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 12	Insect Monitors	None		10:13 AM
	*Station 13	Insect Monitors	None		10:13 AM
<i>Interior -&gt; Box office</i>					
	*Station 19	Interior Rodent Bait Station	None		10:18 AM
	*Station 20	Interior Rodent Bait Station	None		10:18 AM
<i>Interior -&gt; Carpenters office</i>					
	*Station 1	Insect Monitors	None		10:05 AM
	*Station 2	Interior Rodent Bait Station	None		10:05 AM
<i>Interior -&gt; Catering curtain</i>					
	*Station 17	Interior Rodent Bait Station	None		10:15 AM
<i>Interior -&gt; Front of house</i>					
	*Station 9	Interior Rodent Bait Station	None		10:17 AM
	*Station 10	Interior Rodent Bait Station	None		10:17 AM
	*Station 18	Interior Rodent Bait Station	None		10:17 AM
<i>Interior -&gt; Lunch room</i>					
	*Station 8	Interior Rodent Bait Station	None		10:08 AM



**A TERMINIX Canada Company**  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

## Service Inspection Report Detailed Service Report #301710

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Interior -&gt; Roof air room</i>					
	*Station 6	Interior Rodent Bait Station	None		10:07 AM
	*Station 7	Interior Rodent Bait Station	None		10:07 AM
<i>Interior -&gt; Stage office</i>					
	*Station 3	Interior Rodent Bait Station	None		10:06 AM
<i>Interior -&gt; Tunnels</i>					
	*Station 4	Interior Rodent Bait Station	None		10:06 AM
	*Station 5	Interior Rodent Bait Station	None		10:06 AM
<b>Total Devices:</b>	<b>24</b>	<b>Skipped:</b>	<b>0</b>	<b>No Activity:</b>	<b>23</b>
				<b>Activity:</b>	<b>1</b>

### Material Application Details

EPA #	Material Applied	Active Ingredient	Application Method	Application Rate
	Lot #	AI Concentration	Application Equipment	Sq/Cu/L Ft

None Noted

N/A

N/A

Weather:



## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 2:20 PM  
**To:** Lynden, Jason  
**Subject:** RE: State of QET

Agreed! You probably heard all about their scaffolding yesterday left in the middle of the Playhouse lobby! Someone thought they could just leave it there until Monday! ☺

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 05, 2016 1:08 PM  
**To:** Gajic, Sandra  
**Subject:** RE: State of QET

That is frustrating to hear. Just them and the Pest Control company alone are enough to turn my hair white...

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 12:57 PM  
**To:** Lynden, Jason  
**Subject:** Re: State of QET

Good to hear... thanks for keeping me informed

And it looks like the culprits for the mess at the playhouse - dishes and food, fridge.... was contractors....must be Sisco guys just like they did at the Orpheum.  
Not entirely sure...

S  
Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 5, 2016 11:06  
**To:** Gajic, Sandra  
**Subject:** RE: State of QET

Yes indeed. It looks like Jun and Victor are just setting the last of the clamps over the glass counters so that they set in place properly.

And the Film Crew did do a very nice job of cleaning the building exterior after they were done.

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 10:43 AM  
**To:** Lynden, Jason  
**Cc:** Gordon, Jason  
**Subject:** Re: State of QET

Thanks..... heard also about the PH BOH mess left by caterers or artists themselves last night....

Thanks so much! What a weekend!

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 5, 2016 10:19  
**To:** Gajic, Sandra  
**Subject:** RE: State of QET

The toilet is fixed, the lobby setups are in place, the main lobby has been reset and we are cleaning the assaulted areas right now.

June and Victor are working on getting the Salon back together (they look to be just about done), and as soon as they are, I am ready and waiting to complete the setup. Alan is aware of the setup changes required in show and will see to them personally.

Jason

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 9:35 AM  
**To:** Lynden, Jason  
**Subject:** State of QET

Would you mind letting me know how are things going after this film crew left..... it was a bad night last night...i was there till late and am worried how things will be for the opera's opening night tonight. Will drop by in the afternoon.... Thanks.....

S

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

## Lynden, Jason

---

**From:** Mills, Steven  
**Sent:** Wednesday, February 03, 2016 2:34 PM  
**To:** Lynden, Jason  
**Subject:** Pest Control

Hi Jason,

I spotted a mouse in Chorus Room 2 just outside the door to the bathroom. It ran along the south wall and took cover under the couch. I pulled the couch out but lost sight of the rodent. This has been logged.

Thanks,  
**Steven R. Mills**

Stage Door Attendant, Security  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.2193 | C: 604.763-6013 | F: 604.665.3001



## Lynden, Jason

---

**From:** Mills, Steven  
**Sent:** Thursday, January 28, 2016 3:31 PM  
**To:** Lynden, Jason  
**Subject:** Pest Control

Hi Jason,

While accepting a delivery in the Hamilton entrance I witnessed a mouse run from the West Capp station and under the stairs. I have noted it in the sighting tab of the pest control binder but I noticed the date column is for date reported to Terminix. Is there an updated procedure for tracking sightings?

Thanks,  
**Steven R. Mills**

Stage Door Attendant, Security  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.2193 | C: 604.763-6013 | F: 604.665.3001



## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, December 16, 2015 3:57 PM  
**To:** Bedry, Ricci; Griffin, Aliya; Lynden, Jason  
**Cc:** Gajic, Sandra; Leung, Dennis  
**Subject:** RE: Mouse poison in the coat check

Thank you Ric.

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, December 16, 2015 3:52 PM  
**To:** Gordon, Jason; Griffin, Aliya; Lynden, Jason  
**Cc:** Gajic, Sandra; Leung, Dennis  
**Subject:** RE: Mouse poison in the coat check

We haven't put any traps in the QET/PH yet they aren't coming until tomorrow. This must have been an old trap, and someone must have moved it to the coat check as the previous company never placed any there as they removed all the ones they put out. We will talk to the new company to make them aware of this situation, but most of the traps do have poison in them. It is a general policy to not put them in areas where children are so they don't go into them. Let me know if you have any other concerns

Thanks  
Ricci

---

**From:** Gordon, Jason  
**Sent:** Wednesday, December 16, 2015 3:45 PM  
**To:** Griffin, Aliya; Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra  
**Subject:** RE: Mouse poison in the coat check

Thank you for addressing this Aliya, I agree that this is a serious safety concern.

Ric – can you please on the corrective measures that are being taken here to rectify this situation?

Jason

---

**From:** Griffin, Aliya  
**Sent:** Wednesday, December 16, 2015 1:01 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci  
**Subject:** Mouse poison in the coat check

Hi all,

I know that we have been told to put all issues on the FOH Report, but I thought this particular issue warranted a private email.

After handing out a booster seat at the Playhouse today, I noticed a strange material on the shelf that I had just taken the booster seat from. Upon closer inspection of the material (little white, blue, and black bits the size of rice grains), I realized it was coming from little black boxes that were labeled as Rodenticide and had a pest control number on them. What appears to be mouse poison was scattered on the booster seats in the shelves in the Playhouse Coat Check! At least 3 of these seats went out to small children today at the Arts Umbrella show. I tried to get the seats back but the

show was starting and I could not find the patrons. The BSWs cleaned the substance and disposed of that particular box, but I don't know how many more there are throughout the theatres.

Needless to say, it would be great if staff could be made aware of where poison is in the various houses, and perhaps it could not be put in places where it can get onto things that staff and patrons touch. I also think that the booster seats in the Playhouse should be cleaned.

Thank you,

Aliya

## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, December 16, 2015 3:45 PM  
**To:** Griffin, Aliya; Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra  
**Subject:** RE: Mouse poison in the coat check

Thank you for addressing this Aliya, I agree that this is a serious safety concern.

Ric – can you please on the corrective measures that are being taken here to rectify this situation?

Jason

---

**From:** Griffin, Aliya  
**Sent:** Wednesday, December 16, 2015 1:01 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci  
**Subject:** Mouse poison in the coat check

Hi all,

I know that we have been told to put all issues on the FOH Report, but I thought this particular issue warranted a private email.

After handing out a booster seat at the Playhouse today, I noticed a strange material on the shelf that I had just taken the booster seat from. Upon closer inspection of the material (little white, blue, and black bits the size of rice grains), I realized it was coming from little black boxes that were labeled as Rodenticide and had a pest control number on them. What appears to be mouse poison was scattered on the booster seats in the shelves in the Playhouse Coat Check! At least 3 of these seats went out to small children today at the Arts Umbrella show. I tried to get the seats back but the show was starting and I could not find the patrons. The BSWs cleaned the substance and disposed of that particular box, but I don't know how many more there are throughout the theatres.

Needless to say, it would be great if staff could be made aware of where poison is in the various houses, and perhaps it could not be put in places where it can get onto things that staff and patrons touch. I also think that the booster seats in the Playhouse should be cleaned.

Thank you,

Aliya

## Lynden, Jason

---

**From:** Griffin, Aliya  
**Sent:** Wednesday, December 16, 2015 1:01 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci  
**Subject:** Mouse poison in the coat check

Hi all,

I know that we have been told to put all issues on the FOH Report, but I thought this particular issue warranted a private email.

After handing out a booster seat at the Playhouse today, I noticed a strange material on the shelf that I had just taken the booster seat from. Upon closer inspection of the material (little white, blue, and black bits the size of rice grains), I realized it was coming from little black boxes that were labeled as Rodenticide and had a pest control number on them. What appears to be mouse poison was scattered on the booster seats in the shelves in the Playhouse Coat Check! At least 3 of these seats went out to small children today at the Arts Umbrella show. I tried to get the seats back but the show was starting and I could not find the patrons. The BSWs cleaned the substance and disposed of that particular box, but I don't know how many more there are throughout the theatres.

Needless to say, it would be great if staff could be made aware of where poison is in the various houses, and perhaps it could not be put in places where it can get onto things that staff and patrons touch. I also think that the booster seats in the Playhouse should be cleaned.

Thank you,

Aliya



## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 11:42 AM  
**To:** Lynden, Jason  
**Subject:** Re: Rats: Ten tonnes of poison are spread in control zone each year

Good idea! They would soon be very very fat!

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:40  
**To:** Gajic, Sandra  
**Subject:** RE: Rats: Ten tonnes of poison are spread in control zone each year

I still think we should get some cats.

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 11:36 AM  
**To:** Lynden, Jason  
**Subject:** Re: Rats: Ten tonnes of poison are spread in control zone each year

It might! Ok, you win! Keep on doing what you are doing.....)

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:34  
**To:** Gajic, Sandra  
**Subject:** RE: Rats: Ten tonnes of poison are spread in control zone each year

You'd be comfortable with a few us roaming the halls and lobbies with shotguns!?! Don't get me wrong, I'm game for it, but I think it might upset the Tea and Trumpet crowd...

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 10:21 AM  
**To:** Lynden, Jason  
**Subject:** Rats: Ten tonnes of poison are spread in control zone each year

I thought this is an appropriate article for your today's work 😊

Can we declare VCT rat free zone? Thanks  
S

---

## **Rats: Ten tonnes of poison are spread in control zone each year**

*The Globe and Mail (BC Edition)*

But Alberta's key weapon is the provincial rat patrol, a team of eight pest-control officers armed with shotguns, tasked with inspecting the control zone and spreading 10 tonnes of poison annually. No other jurisdiction has created a dedicated unit with t...[read more...](#)



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- Queen's Master of Management Analytics
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The rat panel's main weapon is a bucket of aqueous ammonia solution. The rat panel's main weapon is a bucket of aqueous ammonia solution. The rat panel's main weapon is a bucket of aqueous ammonia solution.

## Rats: Ten tonnes of poison are spread in control zone each year

Our Alberta's key weapon is the gamma-gamma rat panel, a team of eight poison-control officers armed with bluegoggles, tasked with inspecting the control zone and spreading a mixture of poison granules. No other jurisdiction has created a dedicated unit with the role of specifically eradicating any rat who makes it across a border.

"Alberta gets a real Alberta advantage — we don't have rats," Mr. Merrill said between sips of chocolate milk, his co-captain drink while driving the 300-litre control zone that fills under his purchase. "There's a cost to rats. A farmer with a Sweden rat would have to pay \$200 for a new fence each time they chew through. The problem isn't that they eat that much wheat, but they contaminate it."

Canada's average rat population is 10 million, but in Alberta, the average is only 100,000. That's because of the rat control zone, which covers a portion of the provincial economy. They do so carry disease and would carry through household pipes and wires in Edmonton and Calgary.

The Sweden rat panel's main weapon is a bucket of aqueous ammonia solution. The rat panel's main weapon is a bucket of aqueous ammonia solution. The rat panel's main weapon is a bucket of aqueous ammonia solution.

Mr. Merrill said that the rat panel's main weapon is a bucket of aqueous ammonia solution. The rat panel's main weapon is a bucket of aqueous ammonia solution. The rat panel's main weapon is a bucket of aqueous ammonia solution.

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Alberta was on rats started in 1920 when the rodents were first found in the borderlands of Saskatchewan. With the rodents in the west, hundreds in the south and east fronts in the north, Alberta had never had rats. But after two centuries of few prairie rats, the rodents had finally arrived at Alberta's doorstep.

Alberta was on rats started in 1920 when the rodents were first found in the borderlands of Saskatchewan. With the rodents in the west, hundreds in the south and east fronts in the north, Alberta had never had rats. But after two centuries of few prairie rats, the rodents had finally arrived at Alberta's doorstep.

The Social Credit government of the day also established a rat control zone that stretches 20 kilometers into Alberta, along the Saskatchewan border. The control zone starts at the U.S. border and continues in the northern towns near Cold Lake, Alta. There are about 1200 farm sites within the zone and each is inspected annually. Special attention is lavished on older granaries with wooden floors.

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Sent from my iPad

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 11:41 AM  
**To:** Lynden, Jason; Gajic, Sandra  
**Cc:** Bedry, Ricci; McManus, Paul  
**Subject:** Re: Ric Bedry and Jason Lynden

Thanks Jason.  
Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:40  
**To:** Gajic, Sandra  
**Cc:** Bedry, Ricci; McManus, Paul  
**Subject:** RE: Ric Bedry and Jason Lynden

Hi All,

CARE was in to inspect the offending chimney at the Orpheum. There is definitely evidence of pigeon activity. He is going to provide a quote to seal the entire chimney face with wire, but it will require the use of a boom lift for access to two of the faces, and that will require a permit from the City, which can take some time. And I imagine it will up the cost significantly.

As soon as we approve the work, he will place the request for the permit.

Thanks,

Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 9:56 AM  
**To:** Lynden, Jason  
**Subject:** Re: Ric Bedry and Jason Lynden

thank you Jason for your help with these pests! :)

On Nov 27, 2015, at 8:40 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Hello All,

Ric is off on EDO today.

I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 9:56 AM  
**To:** Lynden, Jason  
**Subject:** Re: Ric Bedry and Jason Lynden

thank you Jason for your help with these pests! :)

On Nov 27, 2015, at 8:40 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

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I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason

## Lynden, Jason

---

**From:** Cecic, Tanja  
**Sent:** Friday, November 27, 2015 8:47 AM  
**To:** Lynden, Jason  
**Subject:** RE: Sandra's office painting

Hi Jason,

Sandra's green wall in her office is being painted this morning. I just wanted to let you know if you were planning to walk through her office.

Cheers,  
Tanja

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 8:41 AM  
**To:** VCT All Staff - DL  
**Subject:** Ric Bedry and Jason Lynden

Hello All,

Ric is off on EDO today.

I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason



Best,

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Burmas, Amanda  
**Sent:** Friday, October 30, 2015 23:32  
**To:** Gordon, Jason; Gajic, Sandra  
**Cc:** Lee, Rachael; Sutherland, Arlene; Sangalang, Geraldine; Pietzsch, Sonia; Robinson, Greg; Griffin, Aliya; Burmas, Amanda; Guremel, Ish; Merritt, Patricia; Ahluwalia, Nilam; Mclean, Alicia  
**Subject:** Furry Friends in the Playhouse for a Classical evening. AND Playhouse canopy lights.

Hi to you all!

We had a couple of extra furry guests in the Playhouse this evening since the first report a little while ago. Do we have an action plan in place for this... a couple of ladies noticed but were not bothered by the visit, but numbers are growing.

As for the Canopy lights outside the entrance of the Playhouse doors we are now around 15 of the pot lights out. This is becoming a safety issue for the guests as the days get darker, do we have a timeframe on when the issues will be resolved?

Happy Hallows EVE!!!!

**Mandi Burmas**

Floor Supervisor, Audience Services  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.2351 | C: 778.997.6336 | F: 604.665.3001

**VANCOUVER CIVIC THEATRES**

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX



## Lynden, Jason

---

**From:** Laxton, Rod  
**Sent:** Sunday, December 06, 2015 1:02 PM  
**To:** Bedry, Ricci  
**Cc:** Muir, Miles; Lynden, Jason  
**Subject:** Playhouse rodents

FYI

Mice have been a regular sighting in the Playhouse for years but today was the first time we've seen a full size rat run through the auditorium.

### Rod Laxton

Head Carpenter, Vancouver Playhouse  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3041 | F: 604.665.3001

## VANCOUVER CIVIC THEATRES

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX



## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Monday, November 23, 2015 9:05 AM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** RE: mice and rats at Orpheum

Thank you Ricci – much appreciated.

Sandra

---

**From:** Bedry, Ricci  
**Sent:** Monday, November 23, 2015 8:50 AM  
**To:** Gajic, Sandra  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** RE: mice and rats at Orpheum

I have just talked to the Pest company, and I have them coming tomorrow morning on an emergency basis to try and address this rodent problem.

They will still come on Friday as a regularly scheduled visit.

Thanks

Ricci

---

**From:** Gajic, Sandra  
**Sent:** Monday, November 23, 2015 7:21 AM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** Re: mice and rats at Orpheum

Thank you. Is there anything that could be done sooner than the regular visits? Thanks,  
Sandra

Sent from my iPad

On Nov 23, 2015, at 7:16 AM, Bedry, Ricci <[Ricci.Bedry@vancouver.ca](mailto:Ricci.Bedry@vancouver.ca)> wrote:

Jason is meeting with the pest company this Friday

---

**From:** Gajic, Sandra  
**Sent:** Saturday, November 21, 2015 11:27 PM  
**To:** Bedry, Ricci; Lynden, Jason  
**Cc:** Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** Fw: mice and rats at Orpheum

Hi Jason L. and Ricci,

Could you please let me know what steps are being made to address the infestation of mice and rats at the Orpheum?

Many thanks,

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Ahluwalia, Nilam <[nilam.ahluwalia@vancouver.ca](mailto:nilam.ahluwalia@vancouver.ca)>

**Sent:** Saturday, November 21, 2015 22:50

**To:** Gajic, Sandra

**Subject:**

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Tuesday, November 03, 2015 12:43 PM  
**To:** Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Iosef, Phillip; Edwardson, Krista; Bedry, Ricci; Lynden, Jason  
**Subject:** RE: Mice at Playhouse

Thank you Dennis for the update.

Best,

Sandra

---

**From:** Leung, Dennis  
**Sent:** Tuesday, November 03, 2015 10:53 AM  
**To:** Gajic, Sandra; Bedry, Ricci; Lynden, Jason  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Iosef, Phillip; Edwardson, Krista  
**Subject:** RE: Mice at Playhouse

Hi Sandra,

We have installed door sweeps on both the QET/PH loading dock doors and front entrance doors (on Hamilton) as identified by the previous pest control company as possible mice ingress areas. We have also implemented a pest control log book to identify pest sightings, location, time and other details to try to target the problem areas/pests.

Please note that Purchasing has consolidated Pest Control Services Citywide (effective Nov.1, 2015) and we are in process of orienting Care Pest to the Civic Theatre Sites.

Thank you,  
Dennis  
604-654-0956

---

**From:** Gajic, Sandra  
**Sent:** Friday, October 30, 2015 7:38 PM  
**To:** Bedry, Ricci; Lynden, Jason; Leung, Dennis  
**Cc:** Leroux, Guy; Laxton, Rod; Gordon, Jason; Leung, Dennis; Iosef, Phillip; Edwardson, Krista  
**Subject:** Mice at Playhouse  
**Importance:** High

I am at a concert sitting at the back - two mice run between me and other audience members. It caused quite a commotion!

In speaking with TA3 I found out that we have had mice running around the theatre here for the last two weeks.

What is being done?

I fully expect someone to scream in the middle of performance and we would need to evacuate!

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, October 30, 2015 7:24 AM  
**To:** Lynden, Jason  
**Cc:** Gordon, Jason  
**Subject:** Fwd: Pest control issues at the Orpheum!  
**Attachments:** image001.jpg; image002.gif; image003.gif

Sorry.....

Begin forwarded message:

**From:** "Gordon, Jason" <[Jason.Gordon@vancouver.ca](mailto:Jason.Gordon@vancouver.ca)>  
**Date:** October 29, 2015 at 10:47:31 PM PDT  
**To:** "Gajic, Sandra" <[Sandra.Gajic@vancouver.ca](mailto:Sandra.Gajic@vancouver.ca)>, "Bedry, Ricci" <[Ricci.Bedry@vancouver.ca](mailto:Ricci.Bedry@vancouver.ca)>  
**Cc:** "Leung, Dennis" <[dennis.leung@vancouver.ca](mailto:dennis.leung@vancouver.ca)>, "Leroux, Guy" <[Guy.Leroux@vancouver.ca](mailto:Guy.Leroux@vancouver.ca)>, "McManus, Paul" <[Paul.McManus@vancouver.ca](mailto:Paul.McManus@vancouver.ca)>, "Iosef, Phillip" <[Phillip.Iosef@vancouver.ca](mailto:Phillip.Iosef@vancouver.ca)>, "Cecic, Tanja" <[tanja.cecic@vancouver.ca](mailto:tanja.cecic@vancouver.ca)>  
**Subject:** RE: Pest control issues at the Orpheum!

Wrong Jason in the To... line?

---

**From:** Gajic, Sandra  
**Sent:** Thursday, October 29, 2015 5:45 PM  
**To:** Bedry, Ricci; Gordon, Jason  
**Cc:** Leung, Dennis; Leroux, Guy; McManus, Paul; Iosef, Phillip; Cecic, Tanja  
**Subject:** Pest control issues at the Orpheum!

Hi Jason and Ricci,

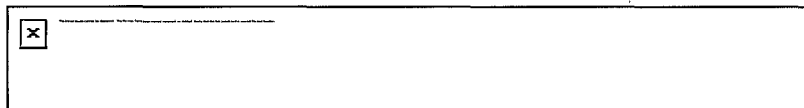
This might have been logged and/or brought to your attention but we have significant problems with mice at the Orpheum that has not been adequately addressed.

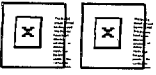
Tanja is now finding mice droppings inside the printer's paper trays and has been informed by Stage door staff that they start their day every morning by cleaning their desk surfaces from mice droppings.

I am not sure about other sightings but I would appreciate your immediate attention to this issue.

Many thanks,  
Sandra  
**Sandra Gajic**

Director  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3020 | C: 604.369.5059 | F: 604.665.3001





## Lynden, Jason

---

**From:** Cecic, Tanja  
**Sent:** Monday, June 29, 2015 1:53 PM  
**To:** Lynden, Jason  
**Subject:** Orpheum - Rat sightings in First Aid Room & Theatre on ground floor

Hi Jason,

Went over to Orpheum to meet with Paul McManus and copy some accident reports for Elizabeth from the first aid office and saw some "vermin". I wanted to let you know so that you could log it for pest control:

Date: Wed, June 24<sup>th</sup> 12:45pm

Location: Orpheum, First Aid Room

Large rat scurried from one corner to the other side and under the door when I turned on the light.

Date: Wed June 24<sup>th</sup> 12:55pm

Location: Orpheum, ground floor of theatre middle aisle threshold area

Large rat scurried across theatre aisle threshold from back of theatre and ran up into main lobby area.

Yuck! Definitely rats not mice.

Thanks,  
Tanja



## Lynden, Jason

---

**From:** Clarke, Erin  
**Sent:** Tuesday, June 23, 2015 9:42 AM  
**To:** Lynden, Jason  
**Cc:** Surette, Michelle; Kendall, Peter  
**Subject:** RE: Mice in third floor office

Thanks Jason,

I will see what the others in this office think (see below Michelle and Peter). Maybe if we keep it really clean in here the problem will take care of itself. I brought my big Tupperware to keep my snacks in!

Erin

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:32 PM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Erin,

Chad placed another trap. Anita wiped off your desks with a mild vinegar rinse (sorry if the smell is still lingering); mice don't like vinegar, so this should keep the little buggers off your desks.

Your office presents a bit of a challenge for the Orkin tech; mice will often chew through the wall behind the baseboard, but your desks cover most of this stretch of the wall space, so he could not determine where their access point was. If he can do that, he can bait the hole and seal it with steel wool. We could then clean along where we think the run is.

If you and the Booking Gang would like to proceed with this, just let me know, and we'll agree on a day and time. That way you can secure any precariously balanced items on your desks before we start yanking them out from the walls.

Hope this helps! ☺

Thanks,

J

---

**From:** Clarke, Erin  
**Sent:** Friday, June 19, 2015 10:55 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Mice in third floor office

Hi Jason,

There was a mouse dropping on my desk this morning (third floor office – Peter and Michelle’s). I checked the trap in here this morning and there is a dead mouse in it that looks like it’s been there awhile ☹

Could we get the trap removed? I will not leave any snacks here over the weekend and bring an airtight container next week.

Thanks,

**Erin Clarke**

Event Liaison Assistant, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001

## Lynden, Jason

---

**From:** Kendall, Peter  
**Sent:** Monday, June 22, 2015 3:47 PM  
**To:** Lynden, Jason; Surette, Michelle  
**Cc:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Jason,

We def want to resolve this and we will talk as a team once Erin returns to the office tomm

Peter

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:33 PM  
**To:** Kendall, Peter; Surette, Michelle  
**Subject:** FW: Mice in third floor office

Again, sorry if the vinegar smell is lingering...

J

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:32 PM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Erin,

Chad placed another trap. Anita wiped off your desks with a mild vinegar rinse (sorry if the smell is still lingering); mice don't like vinegar, so this should keep the little buggers off your desks.

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**From:** Clarke, Erin  
**Sent:** Friday, June 19, 2015 10:55 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Mice in third floor office

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Thanks,

**Erin Clarke**

Event Liaison Assistant, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001

## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 18, 2015 4:42 PM  
**To:** Lynden, Jason  
**Subject:** RE: pest control

Hi Jason, can we please meet to discuss this over?  
Let me know what time and day works for you?

Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 7:31 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci; Gajic, Sandra  
**Subject:** RE: pest control

Hi Jason,

Here is what I recommended to Diane for the fruit flies:

- Replace organic waste receptacles at the bars and cap stations with lidded, step-pedal receptacles. Researched with Brandy Afoon, who comped us a few options to test. Rejected by bartenders. Subsequently advised cleaning staff to switch from cardboard liners to plastic in small green organics totes.
- Offered to provide wheeled totes in the bottles rooms for the storage of empty pop / beer cans and water bottles. Your specific bags for pricing would fit the totes. Researched with Brandy Afoon to provide appropriate totes. Rejected because the cans and bottles apparently would be too heavy to lift. If you opted to go in this direction, you may want to discuss budget with Ric.
- Trap options at the bars, cap stations and bottle rooms. Opted for natural solution (vinegar) in small containers at food prep areas such as bars and cap stations. Went with over-the-counter traps that Diane provided in the bottle rooms. Most of these containers have since disappeared.
- Recommended sinks and drains be thoroughly rinsed and that no food waste such as lime rinds be left in the sinks. It was my understanding that only clean water was supposed to be going down the sinks??? (see attached picture, which is how I found the sink in the salon on Friday morning).
- Altered show coverage duties to include as much of a post-show clean in the auditoriums as the staff can manage before having to leave for the night, with the focus on food waste and drink containers.
- I would add a further recommendation that the garbage containers in the dressing rooms be removed. They are open containers, and they do not comply with the City's Zero Waste initiatives.

I hope this helps,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

I would be happy to discuss further with you regarding the fruit flies problem, we could do a walk around and you could show me what are the steps that you have tried in the past and we can go forward from there.

On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

---

**From:** Lynden, Jason

**Sent:** Wednesday, March 11, 2015 6:56 AM

**To:** Gordon, Jason; Bedry, Ricci

**Cc:** Gajic, Sandra; Elliot, Sandra

**Subject:** RE: pest control

Hi Jason,

The first step is to report the rodent / moth sightings in a way that it is going to get back to the Orkin reps. We have a rodent log book for QET/Playhouse at stage door. I can put a similar log book at the Orpheum stage door. They can include it in a FOH report. They can email Elizabeth or myself directly.

For the cloth moths, I will have to follow up with Chad at Orkin. Orkin's suggestion was to install monitor traps to help monitor activity. Chad has not been on sight as of yet, but I haven't had any sightings reported in two weeks.

Rodents. This will never be more than a control program. Given the age of the buildings, we are likely to always have a mice population. According to our Orkin reps, from a maintenance point of view, we can spend a million dollars sealing the buildings and drilling holes in the walls to place traps and eradicate nests, and still the buildings would not remain mice free. So far we are averaging 2 to 4 sightings per month in the QET/PH and I have received one reported sighting in the Orpheum in the last 6 months. From a Pest Control point of view, this is well under control.

Now, this doesn't mean we ignore the sightings. The reported sightings seem to be concentrated around the Sales Office atop the Salon. Chad has saturated the area with traps and we have cleaned the area according to Chad's recommendations. There is also no sign of food being left out to attract the mice. Unless we can identify a source of attraction to the area, the next step might be drilling into the drywall to see if we can identify where they are nesting.

Orkin reps Chad and Jason do have standing recommendations on specific exterior doors and entrances where they feel sealing the gaps under the doors would help to improve control efforts. In the past, this has been visited from a budgetary view and, to date, there has been no movement.

And please, continue to encourage staff to log their sightings. This information is a vital piece of our control efforts.

From a cleaning approach, the only concerns I have are any food that is left in the auditorium floors after a show, as we do sometimes encounter candy, chocolate or spilled pop that has been left overnight, and any food being left in the dressing room areas post show.

Fruit flies. To be blunt, this is a user issue. Yesterday morning we mustered in our staff room at the QET and found that there were four glass mugs left on the counter that had been used for coffee and were not rinsed out, let alone cleaned properly. So, our room had fruit flies. Drains not thoroughly rinsed, unsealed beverage containers that haven't been rinsed or food waste that is left in waste containers without properly sealed lids; soiled reusable beverage containers like coffee cups left throughout the lobbies, the leakage from beverage containers that sit all over the bottle room floors and soak into the cardboard thrown down. These are all user issues that are causing the fruit flies and that continue to be unaddressed.

Again, I'm going to painfully blunt. I am happy to assist with this as I can, but as previously indicated I spent a lot of time and effort on this issue for Diane and it proved to be a waste of my time. There is little more the cleaning staff can do about the fruit flies without the co-operation of the users of the buildings.

I hope this proved helpful.

Best regards,

Jason

---

**From:** Gordon, Jason  
**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** pest control

Hi guys, can you please give us an update on how we are tackling the pest control issues ( rodents/fruit flies/moths) within our venues?

I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

**Jason Gordon**  
Food & Beverage Manager, Vancouver Civic Theatres  
Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

cell: 604.679.4514  
tel: 604.665.3372  
fax: 604.665.3001  
email: [Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)

**Lynden, Jason**

---

**From:** Bell, Marilyn  
**Sent:** Saturday, March 14, 2015 9:42 AM  
**To:** VCT Stage Door Attendants - DL  
**Cc:** Lynden, Jason  
**Subject:** Log for mice

Hi all

The log at QET is a black binder with Orkin on it in the files to the left of the computer.

Marilyn Bell  
Stage door



## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, March 11, 2015 12:03 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci; Elliot, Sandra; Leroux, Guy  
**Subject:** RE: pest control

Thank you all, I had fruit flies in my office yesterday too.... And fruit in sight ☺

The mice and other rodents problem is significant and the service we get might not be sufficient.

We will be cleaning and redoing the "sales" office which will become an office at QET and also doing further cleaning out of other spaces. Victoria and Elizabeth are on the roll again..... stay tuned..... we will be disturbing more mice as we go along.....

Thanks everyone,

Sandra

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

I would be happy to discuss further with you regarding the fruit flies problem, we could do a walk around and you could show me what are the steps that you have tried in the past and we can go forward from there.

On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, March 11, 2015 6:56 AM  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason,

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the buildings and drilling holes in the walls to place traps and eradicate nests, and still the buildings would not remain mice free. So far we are averaging 2 to 4 sightings per month in the QET/PH and I have received one reported sighting in the Orpheum in the last 6 months. From a Pest Control point of view, this is well under control.

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I hope this proved helpful.

Best regards,

Jason

---

**From:** Gordon, Jason  
**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** pest control

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I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

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Food & Beverage Manager, Vancouver Civic Theatres

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cell: 604.679.4514

tel: 604.665.3372

fax: 604.665.3001

email:[Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)

## Lynden, Jason

---

**From:** Crawford, Justine  
**Sent:** Sunday, March 01, 2015 12:18 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Merritt, Patricia; Mclean, Alicia; Rosinski, Kristin; Sangalang, Geraldine; Edwards, Patrick; Davidson, Victoria; Elliot, Sandra; Charbonneau, Jason; Gordon, Jason  
**Subject:** mice

3 mouse sightings this evening at the QET. 1 in the sales office, 2 in the salon hallway leading from the QET to the PH.

Thanks

Justine

## Lynden, Jason

---

**From:** Sutherland, Arlene  
**Sent:** Sunday, January 25, 2015 12:56 AM  
**To:** Griffiths, Elizabeth; Lynden, Jason  
**Subject:** Mice

There were mouse droppings in the Orpheum Lower CC break area on the table by the microwave. One of the cleaners cleaned the area but perhaps a trap should be put in place and the area monitored over the next little while.

Arlene

## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, January 21, 2015 12:04 PM  
**To:** Lynden, Jason; Charbonneau, Jason; Edwards, Patrick; Davidson, Victoria  
**Cc:** Bedry, Ricci; Elliot, Sandra  
**Subject:** RE: Chemical Sanitizer Dispenser

Just to confirm the outcome of this, we do have chemical dispensers at the QET and The Orpheum. Jason Lynden, will order 48 QUAT Spray bottles for the 2 complex dedicated to bars and food stations.

Also to avoid any confusion among the staff, the QUAT sanitizer available in the janitor's room are food safe and should not be an issue during the health inspector visit.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 9:46 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Chemical Sanitizer Dispenser

Hi Jason,

I'm not sure what you are thinking of in terms of a dispenser? Where would you be looking to have them installed? They would need to be tied in to a sink. Were you looking to have them tied into the bar sinks?

We have chemical dispensers in the janitor rooms with Quat Plus and Azure glass cleaner in them, which are the Dustbane products that the City is contractually tied to through Grand & Toy. The City also has environmental and OH&S standards that all chemicals on site must meet, so when it comes to the chemicals, we pretty much have to stick to getting them through the City's procurement staff.

We do clean certain F&B areas as part of our base and event cleaning already, but I can certainly make some spray bottles available to your staff. We have always had a certain amount of concern to just opening up our janitor rooms to all staff due to the varying levels of diligence when it comes to equipment being returned etc, but as far as I know at the VCT, all jani closets with chemical dispensers are on the various generations of master keys, which means that the majority staff do have access to them.

I would be happy to provide a quick info session for your staff on the dispensers and the chemicals if you thought that might help, and I'd be happy to can discuss any ways that we can help improve the level of cleanliness in any of the F&B areas.

In addition, I'll just provide a bit of background to some of the pest control issues I've been involved with since coming on site...

We had a cockroach problem in both sites that, to the best of my knowledge, has been dealt with sufficiently. I've had no word of a sighting in at least 8 or 9 months.

We have an ongoing mice issue, which is not out of the ordinary for older buildings in dense population centers. I work with the two Orkin techs, Jason at the Orpheum and Chad at the QET/Playhouse, who attend the sites on a monthly basis. We are down to one or three sightings per building per month, and we log this info so that the techs can address them upon their next visit. In fact, Chad is due at the QET this Saturday and will be here between 8am and 10am if you were interested in meeting with him.

There are a series of ongoing site recommendations common to both sites that involve food storage, sealing exterior access points and sealing and cleaning interior runs.

Fruit flies. Always an issue, and I made a series of recommendations to the previous AS manager that included putting lids on the garbage cans at food service stations, leaving out small bowls of vinegar at the stations and getting storage totes in the bottle rooms that keep the floors from getting covered in beer and pop drippings. The bartenders refused to have lids put on the garbage cans, the small trays of vinegar have mostly disappeared and they refused any changes to the empty pop and beer can storage options in the bottles rooms. We did put fruit fly traps in both rooms. Perhaps putting them at the bar and coffee stations would be a better option than the vinegar?

I'd be happy to revisit the tote option in the bottle rooms. It wouldn't change the weight or capacity of the existing bags; as long as the beer and wine bottles continue to be stored separately on the shelves, the bags could quite easily be lifted out of the totes.

I hope this helps. Just let me know how I can be of help in the future.

Thanks,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, January 21, 2015 9:08 AM  
**To:** Lynden, Jason  
**Subject:** FW: Chemical Sanitizer Dispenser

---

**From:** Gordon, Jason  
**Sent:** Tuesday, January 20, 2015 7:47 PM  
**To:** Charbonneau, Jason; Edwards, Patrick  
**Cc:** Bedry, Ricci  
**Subject:** Chemical Sanitizer Dispenser

Can you look into some sort of QUAT Sanitizer dispenser for me?  
Can you also check if they have a glass washer cleaning chemicals?

The plan is to roll out a cleaning plan for all the venues across all F&B areas.

I have dealt with Johnson Diversey in the past, so they might be a good bet!

Kind Regards,

**Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex



## Lynden, Jason

---

**From:** Lee, Rachael  
**Sent:** Friday, January 16, 2015 5:28 PM  
**To:** Lynden, Jason  
**Subject:** 3rd floor opposite accounting; round the corner from the glass room: Jan 13 : Mice/mouse in FOH office at QE

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 14, 2015 12:12 PM  
**To:** Lee, Rachael  
**Subject:** RE: Jan 13 : Mice/mouse in FOH office at QE

Hi Rachel,

Can you please remind me where the FOH office is? Is that on the third floor?

Thanks,

Jason

---

**From:** Lee, Rachael  
**Sent:** Tuesday, January 13, 2015 8:37 PM  
**To:** Lynden, Jason  
**Cc:** Griffiths, Elizabeth; Ahluwalia, Nilam; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Elliot, Sandra; Horrobin, Angela; Lee, Rachael; Mclean, Alicia; Merritt, Patricia; Pietzsch, Sonia; Robinson, Greg; Rosinski, Kristin; Sangalang, Geraldine; Sutherland, Arlene  
**Subject:** Jan 13 : Mice/mouse in FOH office at QE

I walked into the FOH office at 8:30pm to start my paperwork. As I turned on the light. A large mouse ran on the floor across the aisle from FOH desk to Angela's desk and toward the wall. It has not come out ..... it was not a small mouse! As far as I am aware there is no food source in the area so this is probably a migratory route.

Please get rid of it!

Thanks

Rachael

---

**From:** Lynden, Jason  
**Sent:** Friday, November 28, 2014 6:46 AM  
**To:** Lee, Rachael  
**Subject:** RE: Nov 27 CFL awards: Mice

Hi Rachael,

I have forwarded this to Ric for review and added the siting to our log for Orkin.

Thanks,

Jason

---

**From:** Lee, Rachael  
**Sent:** Thursday, November 27, 2014 10:45 PM  
**To:** Crawford, Justine; Lynden, Jason; VCT All Staff - DL  
**Subject:** Nov 27 CFL awards: Mice

One healthy looking mouse came out and under the southernmost doors (mag door) at Hamilton entrance (doors were closed) and along and under the exterior white wall under which are part of box office.

Maybe it wanted to visit the market – but he did not come back. So I was not able to observe it's home base in the QE.

Our old doors had a lip in the door frame so the fit of the door was tight – our new doors have a gap on the bottom.

Gnite.

Rachael

---

**From:** Crawford, Justine  
**Sent:** Sunday, November 23, 2014 4:47 PM  
**To:** Lynden, Jason; VCT All Staff - DL  
**Subject:** RE: Mice

2 sightings on Saturday evening. One was seen in the sales office running along the back of the desk. One was seen running around on the carpet in the PH lobby between the wall adjacent to salon A and the box office.

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
**Subject:** Mice

Hello All,

Chad the Orkin Man is onsite today and he was able to quickly identify and address the troublesome spots in the Sales Office and the Fire Exit doors between the QET and PH stages. He plugged the points of entry with steel wool and laid a few heavy duty tin traps at the point of entry and along the runs. We will be cleaning the areas this week to erase their 'roadmaps' that they use to revisit areas of interest to them.

He is also replacing some existing traps with his newer tin traps in the concession areas.

Please keep notifying me of sightings, as this will continue to be a great help in Chad's efforts to keep the rodent population down to a minimum in the buildings.

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Cummings, Allan  
**Sent:** Monday, December 15, 2014 9:51 AM  
**To:** Lynden, Jason  
**Subject:** RE: Mice

Hi Jason

I saw one scurrying about today in the Orpheum production office across from stage door. Also there is a hole gnawed into the drywall to the lower right (north wall) of the stage door person chair in this office. Thanks

Allan

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
**Subject:** Mice

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**Sent:** Sunday, November 23, 2014 4:47 PM  
**To:** Lynden, Jason; VCT All Staff - DL  
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## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Saturday, November 22, 2014 3:37 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Re: Mice

Thanks Jason for keeping us all informed on your steps in dealing with this issue. Much appreciated.  
Best,  
Sandra

Sent from my BlackBerry 10 smartphone on the Rogers network.

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
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## Lynden, Jason

---

**From:** Elliot, Sandra  
**Sent:** Thursday, November 13, 2014 12:07 PM  
**To:** Bedry, Ricci; Lynden, Jason  
**Subject:** FW: QET station and office issues

---

**From:** Merritt, Patricia  
**Sent:** Wednesday, November 12, 2014 8:25 PM  
**To:** Elliot, Sandra; Crawford, Justine; Edwards, Patrick  
**Cc:** Davidson, Victoria  
**Subject:** QET station and office issues

Mice have been seen in the Sales office and bottle room. I have asked staff to clean up food and wrappers after eating. Also to keep any food in the fridge or mouse proof container.

East balcony bar cupboard has a latch broken where the canisters are stored. Therefore the canisters are not secured.

Orchestra west centre bar has a sticky cash drawer. Sometimes it is very hard to open and takes many attempts to open. On the east side of the orchestra bar the ice machine is not working. I opened the front and turned the machine on, but it did not start up again.

The bottom of the machine is not draining freely. I put hot water into the area, but it did not drain. Wiped it out with paper towel. However, a servicing might be in order.

Tricia

## Lynden, Jason

---

**From:** Griffiths, Elizabeth  
**Sent:** Thursday, June 26, 2014 12:12 PM  
**To:** Lynden, Jason  
**Subject:** RE: Mouse in the house

Great! Some of the staff get quite bent out of shape about mice. I know they need to be controlled because they can become a health hazard but I some days have trouble seeing what all the fuss is about!

Elizabeth

---

**From:** Lynden, Jason  
**Sent:** Thursday, June 26, 2014 12:01 PM  
**To:** Griffiths, Elizabeth  
**Subject:** RE: Mouse in the house

Thanks Elizabeth.

I get the feeling from working with Chad that he is extremely determined to bring our mouse problem under control. He seems like a very committed individual when it comes to the extermination of mice.

I will pass this information on to him.

Thanks again!

Jason

---

**From:** Griffiths, Elizabeth  
**Sent:** Thursday, June 26, 2014 10:59 AM  
**To:** Lynden, Jason  
**Subject:** FW: Mouse in the house

I put this in as a Facilities Request although I know you are already working on this. This is the second time the mice in the QE lobby have been mentioned to me.

Thanks,

Elizabeth

---

**From:** Sutherland, Arlene  
**Sent:** Tuesday, June 24, 2014 9:22 PM  
**To:** Griffiths, Elizabeth  
**Cc:** Gajic, Sandra; Ayotte, Todd; MacDonald, Diane  
**Subject:** Mouse in the house

Or I should say MICE but it doesn't rhyme with house. . . Tonight June 24 there were a number of mice spotted in the lobby. I am assured that it wasn't the same one ??? one with short hair and one with long??? I don't know but they seemed to be going in different directions.

Arlene



## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Monday, November 23, 2015 9:05 AM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** RE: mice and rats at Orpheum

Thank you Ricci – much appreciated.

Sandra

---

**From:** Bedry, Ricci  
**Sent:** Monday, November 23, 2015 8:50 AM  
**To:** Gajic, Sandra  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** RE: mice and rats at Orpheum

I have just talked to the Pest company, and I have them coming tomorrow morning on an emergency basis to try and address this rodent problem.

They will still come on Friday as a regularly scheduled visit.

Thanks

Ricci

---

**From:** Gajic, Sandra  
**Sent:** Monday, November 23, 2015 7:21 AM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason; Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** Re: mice and rats at Orpheum

Thank you. Is there anything that could be done sooner than the regular visits? Thanks,  
Sandra

Sent from my iPad

On Nov 23, 2015, at 7:16 AM, Bedry, Ricci <[Ricci.Bedry@vancouver.ca](mailto:Ricci.Bedry@vancouver.ca)> wrote:

Jason is meeting with the pest company this Friday

---

**From:** Gajic, Sandra  
**Sent:** Saturday, November 21, 2015 11:27 PM  
**To:** Bedry, Ricci; Lynden, Jason  
**Cc:** Leung, Dennis; Gordon, Jason; McManus, Paul  
**Subject:** Fw: mice and rats at Orpheum

Hi Jason L. and Ricci,

Could you please let me know what steps are being made to address the infestation of mice and rats at the Orpheum?

Many thanks,

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Ahluwalia, Nilam <[nilam.ahluwalia@vancouver.ca](mailto:nilam.ahluwalia@vancouver.ca)>  
**Sent:** Saturday, November 21, 2015 22:50  
**To:** Gajic, Sandra  
**Subject:**

## Lynden, Jason

---

**From:** Ing, Calvin  
**Sent:** Thursday, October 01, 2015 1:35 PM  
**To:** Kendall, Peter; Bedry, Ricci; Lynden, Jason  
**Cc:** Surette, Michelle  
**Subject:** RE: QET Plaza - Housekeeping Items

Hi  
I checked the receptacles in the restaurant and there is no 240v receptacle.

Calvin

---

**From:** Kendall, Peter  
**Sent:** Thursday, October 01, 2015 9:55 AM  
**To:** Bedry, Ricci; Lynden, Jason; Ing, Calvin  
**Cc:** Surette, Michelle  
**Subject:** FW: QET Plaza - Housekeeping Items

- Ric, Jason – see below re: dead rat in fountain
- Calvin, please advise on electrical specs question.

Please reply all – thanks

Peter

---

**From:** Kendall, Peter  
**Sent:** Thursday, October 01, 2015 9:54 AM  
**To:** 'Kelly Shepherd'  
**Cc:** Jordan Kallman; Scott Emslie; Surette, Michelle  
**Subject:** RE: QET Plaza - Housekeeping Items

Hi Kelly,

As mentioned we put a request to get the drain in the kitchen cleared. Hopefully it will be tended to as soon as possible. Please remember that the Restaurant Space is an "as is" based rental. We cannot guarantee that any kitchen equipment is operational. The rental includes a base cleaning at the beginning of the rental. Our cleaning staff are not certified for food safe cleaning of any food prep areas. This responsibility falls to the licensee.

I'm sorry for the fountain dead rat – I will forward this to building services for them to take a look at the fountain. I will also ask for electrical specs for the kitchen.

Have a great opening weekend.

Peter

---

**From:** s.22(1) **On Behalf Of** Kelly Shepherd  
**Sent:** Wednesday, September 30, 2015 3:14 PM  
**To:** Kendall, Peter

**Cc:** Jordan Kallman

**Subject:** QET Plaza - Housekeeping Items

Hi Peter,

As you know, I really need the kitchen cleaned (I know you are already working on this)

NEW:

- The water fountain also needs to be cleaned, there are dead rats in the pond :(
- Also - I need an electrician to confirm if we have one 240amp plug in the kitchen and where it is (this is really important to know today)

Thanks!

Kelly

## Lynden, Jason

---

**From:** Kendall, Peter  
**Sent:** Thursday, October 01, 2015 11:58 AM  
**To:** Bedry, Ricci; Lynden, Jason  
**Subject:** FW: QET Plaza - Housekeeping Items

FYI

**Peter Kendall**  
Booking Manager, Vancouver Civic Theatres

**From:** s.22(1) **On Behalf Of** Kelly Shepherd  
**Sent:** Thursday, October 01, 2015 10:16 AM  
**To:** Kendall, Peter  
**Cc:** Jordan Kallman; Scott Emslie; Surette, Michelle  
**Subject:** Re: QET Plaza - Housekeeping Items

Ok thank-you Peter, as long as the kitchen surfaces are wiped and a general clean is done, we will be good. Appreciate your help.

On Thu, Oct 1, 2015 at 9:53 AM, Kendall, Peter <[peter.kendall@vancouver.ca](mailto:peter.kendall@vancouver.ca)> wrote:

Hi Kelly,

As mentioned we put a request to get the drain in the kitchen cleared. Hopefully it will be tended to as soon as possible. Please remember that the Restaurant Space is an "as is" based rental. We cannot guarantee that any kitchen equipment is operational. The rental includes a base cleaning at the beginning of the rental. Our cleaning staff are not certified for food safe cleaning of any food prep areas. This responsibility falls to the licensee.

I'm sorry for the fountain dead rat – I will forward this to building services for them to take a look at the fountain.

I will also ask for electrical specs for the kitchen.

Have a great opening weekend.

Peter

**From:** s.22(1) **On Behalf Of** Kelly Shepherd  
**Sent:** Wednesday, September 30, 2015 3:14 PM  
**To:** Kendall, Peter  
**Cc:** Jordan Kallman  
**Subject:** QET Plaza - Housekeeping Items

Hi Peter,

As you know, I really need the kitchen cleaned (I know you are already working on this)

NEW:

- The water fountain also needs to be cleaned, there are dead rats in the pond :(
- Also - I need an electrician to confirm if we have one 240amp plug in the kitchen and where it is (this is really important to know today)

Thanks!

Kelly

## Lynden, Jason

---

**From:** Cecic, Tanja  
**Sent:** Monday, June 29, 2015 1:53 PM  
**To:** Lynden, Jason  
**Subject:** Orpheum - Rat sightings in First Aid Room & Theatre on ground floor

Hi Jason,

Went over to Orpheum to meet with Paul McManus and copy some accident reports for Elizabeth from the first aid office and saw some "vermin". I wanted to let you know so that you could log it for pest control:

Date: Wed, June 24<sup>th</sup> 12:45pm

Location: Orpheum, First Aid Room

Large rat scurried from one corner to the other side and under the door when I turned on the light.

Date: Wed June 24<sup>th</sup> 12:55pm

Location: Orpheum, ground floor of theatre middle aisle threshold area

Large rat scurried across theatre aisle threshold from back of theatre and ran up into main lobby area.

Yuck! Definitely rats not mice.

Thanks,  
Tanja

## Lynden, Jason

---

**From:** Laxton, Rod  
**Sent:** Sunday, December 06, 2015 1:02 PM  
**To:** Bedry, Ricci  
**Cc:** Muir, Miles; Lynden, Jason  
**Subject:** Playhouse rodents

FYI

Mice have been a regular sighting in the Playhouse for years but today was the first time we've seen a full size rat run through the auditorium.

### **Rod Laxton**

Head Carpenter, Vancouver Playhouse  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3041 | F: 604.665.3001

## **VANCOUVER CIVIC THEATRES**

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## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:43 AM  
**To:** Gajic, Sandra  
**Subject:** RE: Rats: Ten tonnes of poison are spread in control zone each year

We'd have to be sure that no one was feeding them, though..

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 11:42 AM  
**To:** Lynden, Jason  
**Subject:** Re: Rats: Ten tonnes of poison are spread in control zone each year

Good idea! They would soon be very very fat!

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:40  
**To:** Gajic, Sandra  
**Subject:** RE: Rats: Ten tonnes of poison are spread in control zone each year

I still think we should get some cats.

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 11:36 AM  
**To:** Lynden, Jason  
**Subject:** Re: Rats: Ten tonnes of poison are spread in control zone each year

It might! Ok, you win! Keep on doing what you are doing.....)

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:34  
**To:** Gajic, Sandra  
**Subject:** RE: Rats: Ten tonnes of poison are spread in control zone each year

You'd be comfortable with a few us roaming the halls and lobbies with shotguns!?! Don't get me wrong, I'm game for it, but I think it might upset the Tea and Trumpet crowd...

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 10:21 AM

**To:** Lynden, Jason

**Subject:** Rats: Ten tonnes of poison are spread in control zone each year

I thought this is an appropriate article for your today's work 😊

Can we declare VCT rat free zone? Thanks

S

---

**Rats: Ten tonnes of poison are spread in control zone each year**

*The Globe and Mail (BC Edition)*

But Alberta's key weapon is the provincial rat patrol, a team of eight pest-control officers armed with shotguns, tasked with inspecting the control zone and spreading 10 tonnes of poison annually. No other jurisdiction has created a dedicated unit with t...[read more...](#)



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Mr. Merrill, who saved the Alberta rat control program, stands in a field with a rat. He says the rats are still a problem in some areas, but the program has been successful in many others. (Photo by [unreadable])

## Rats: Ten tonnes of poison are spread in control zone each year

It's the Alberta rat poison program, a team of eight provincial officers armed with shovels, called with inspecting the control zone and spreading an amount of poison annually. In other jurisdictions, the control zone is defined with the role of quickly eradicating any rats who make it across a border. "Alberta got a real Alberta advantage — we don't chase rats," Mr. Merrill said before an episode of shovels, shills, he doesn't deny, while driving the government control zone that bills under his purview. "There's a cost to rats. A farmer with a wooden bin would have to pay \$200 for a new floor each time they drive through. The problem isn't that they eat that much wheat, but they contaminate a lot."

Control attempts, no one has been able to estimate how much Alberta has saved from having no rats. If they go through the rodents would destroy areas of grain no farms, understanding a lot of the provincial economy. They do carry disease, and would chew through household pipes and wires in Edmonton and Calgary. After more than a half-century without rats, the savings have been in the millions of dollars, according to Mr. Merrill.

Raised in southern Alberta, Mr. Merrill studied pest management at Texas A&M. His specialty was how to work as an inspector and pest controller in Alberta for over 10 years, and rats are a daily pest. It's an odd job, but one that has yielded many stories. There was the rat that got loose on an Air Canada flight in Fort McMurray and somehow made it to the cockpit, a mysterious rat in a Cambridge superstore that was chased by employees carrying brooms, or the pet mouse that chose to fly above rats on the SPCA in Vancouver rather than with its owner.

Alberta was rat-free until 1971 when the rodents were first found in the border lands of Black Lake. With the borders in the west, hundreds in the south and east rivers in the north, Alberta had never had rats. But after two centuries of slow progress west from the port cities of the Star Coast, rats had finally set out at Alberta's doorstep. With a pro-second world war government that valued self-sufficiency and undermined agriculture, and feared the damage that rats could do to crops and buildings, the Alberta government created the rat program.

The Social Credit government of the day also established a rat control zone that stretches 20 kilometers into Alberta along the Saskatchewan border. The control zone starts at the U.S. border and continues to the northern town of Cold Lake, Alta. There are about 3,000 farms and ranches in the zone and each is inspected annually. Special attention is laid on older granaries with wooden floors.

The rat poison's main weapon is a bucket of rat poison, a mix of grain, barley and poison, all held together by water. "Poison just works the best by far," Mr. Merrill says as he pulls a bucket of the antiquated poison from the back of his truck. They'll kill most rats within a few days. The poison has mostly phased out the use of snap traps.

Some in Alberta question whether the province is only rat-free. Mr. Merrill explains that what the state means is that the province has no breeding rat populations. Hundreds of rats do come into Alberta on commercial trucks from the United States and other provinces, but they don't breed here and die alone.

The wooden granary in Alaska that is the source of Mr. Merrill's obsession is outside of his jurisdiction. The neighboring Alberta town of Cym has been a recent hot spot for rat activity and he thinks the old structure is where the rats are coming from.

A paper sign nailed near the granary says that a year control effort working for the local money last visited in July. Mr. Merrill shakes his head. "That was a bit of a mess. They had to be here every week, and they probably need to inspect that granary."

The granary looks like a backyard shed and was probably built in the 1930s. The rats inside have been there for five years and there are probably hundreds of rats living under the granary. Some under the eaves, some in the walls, some in the rafters, the rats have found a warm place to live with a nearly unlimited supply of food.

"I guess, I thought they'd all be dead," said Mr. Merrill, noting that officials in Saskatchewan have flagged the granary. "We've gotten do something about this or they'll keep getting over that border."

If the granary were only a few kilometers to the west in Alberta, Mr. Merrill would have the shed emptied and lined by a crane. Armed with poison and shovels, the rat poison would have the rodent situation under control. If that didn't work, they would seal the granary. Saskatchewan doesn't have a rat problem, but the province has stepped up its rat control effort in the past few years. One-third of its regional municipal areas have rat-free and the province could be severely rat-free within a decade.

"That's where the rats stop and the poison starts," says Brian Peterson, a farmer in Alaska, pointing at a nearby oil tower on the Alberta border. "It's not a rat, we know that Alberta was rat-free about 1970. We figured we had to do something because they'd send them back in Saskatchewan. It would be great if our province would be as aggressive as Alberta. We rat-proof on the border in my case."

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Sent from my iPad

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, October 01, 2015 10:07 AM  
**To:** Kendall, Peter; Bedry, Ricci; Ing, Calvin  
**Cc:** Surette, Michelle  
**Subject:** RE: QET Plaza - Housekeeping Items

Hi Peter,

Bob took care of the rat.

Thanks,

Jason

---

**From:** Kendall, Peter  
**Sent:** Thursday, October 01, 2015 9:55 AM  
**To:** Bedry, Ricci; Lynden, Jason; Ing, Calvin  
**Cc:** Surette, Michelle  
**Subject:** FW: QET Plaza - Housekeeping Items

- Ric, Jason – see below re: dead rat in fountain
- Calvin, please advise on electrical specs question.

Please reply all – thanks

Peter

---

**From:** Kendall, Peter  
**Sent:** Thursday, October 01, 2015 9:54 AM  
**To:** 'Kelly Shepherd'  
**Cc:** Jordan Kallman; Scott Emslie; Surette, Michelle  
**Subject:** RE: QET Plaza - Housekeeping Items

Hi Kelly,

As mentioned we put a request to get the drain in the kitchen cleared. Hopefully it will be tended to as soon as possible. Please remember that the Restaurant Space is an “as is” based rental. We cannot guarantee that any kitchen equipment is operational. The rental includes a base cleaning at the beginning of the rental. Our cleaning staff are not certified for food safe cleaning of any food prep areas. This responsibility falls to the licensee.

I’m sorry for the fountain dead rat – I will forward this to building services for them to take a look at the fountain. I will also ask for electrical specs for the kitchen.

Have a great opening weekend.

Peter

**From:** s.22(1)

**On Behalf Of** Kelly Shepherd

**Sent:** Wednesday, September 30, 2015 3:14 PM

**To:** Kendall, Peter

**Cc:** Jordan Kallman

**Subject:** QET Plaza - Housekeeping Items

Hi Peter,

As you know, I really need the kitchen cleaned (I know you are already working on this)

NEW:

- The water fountain also needs to be cleaned, there are dead rats in the pond :(
- Also - I need an electrician to confirm if we have one 240amp plug in the kitchen and where it is (this is really important to know today)

Thanks!

Kelly

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, February 03, 2016 10:38 AM  
**To:** Bedry, Ricci  
**Subject:** Action Items - Ops Meeting

Hi Ric,

Here is the status on the action itmes from Tuesday's Ops meeting:

- Faucet counts have been submitted to Ric Bedry for consideration.
- Work Requests for Environmental testing have been submitted to Work Control Centre.
- Stall 11 has been cleared of all debris with the exception of the ramps for production load ins and associated plywood; light recycle cardboard moved to zombie apocalypse cage on P2.
- Zero waste stations from lobby have been identified by Sandra as suitable replacements for waste receptacles in Parking levels at QET. Ric and Jason will identify appropriate placement and security options.
- Paul Gagnon has been contacted about getting the contact info for whomever provided the Theatres with the small black lobby bins so we can replace existing zero waste stations in QET lobby with sets of black bins. Awaiting reply.
- Zero waste stations in QET Mezzanine and Upper Balcony have been moved to zombie apocalypse cage on P2.
- Max at Terminix Pest Control was contacted regarding door sweeps and pillar sealing quotes. Stated that Scott would have those by the end of the day of Feb 3. Awaiting reply.
- Work Request was submitted to remove cheese cloth from bottom of couches in QET green room to prevent mice from nesting in the couches.

Thanks,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, January 30, 2016 5:56 AM  
**To:** Bedry, Ricci  
**Subject:** FW: Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Hi Ric,

Pest tech recommends removal of cheese cloth from bottom of couches in QET Green Room to keep mice from nesting in couches. He has placed an extra trap in the room:

Thanks,

Jason

**From:** [clientcare@carepest.com](mailto:clientcare@carepest.com) [<mailto:clientcare@carepest.com>]  
**Sent:** Friday, January 29, 2016 2:32 PM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)  
Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, November 28, 2014 6:42 AM  
**To:** Bedry, Ricci  
**Subject:** FW: Nov 27 CFL awards: Mice

Hi Ric,

Just an FYI...this is a good example of the recommendations that haven't been followed when it comes to Pest Control. The Main Entrance doors in the QET need door sweeps to close the gaps that the mice are using to get into the basement.

Thanks,

Jason

---

**From:** Lee, Rachael  
**Sent:** Thursday, November 27, 2014 10:45 PM  
**To:** Crawford, Justine; Lynden, Jason; VCT All Staff - DL  
**Subject:** Nov 27 CFL awards: Mice

One healthy looking mouse came out and under the southernmost doors (mag door) at Hamilton entrance (doors were closed) and along and under the exterior white wall under which are part of box office. Maybe it wanted to visit the market – but he did not come back. So I was not able to observe it's home base in the QE.

Our old doors had a lip in the door frame so the fit of the door was tight – our new doors have a gap on the bottom. Gnite.  
Rachael

---

**From:** Crawford, Justine  
**Sent:** Sunday, November 23, 2014 4:47 PM  
**To:** Lynden, Jason; VCT All Staff - DL  
**Subject:** RE: Mice

2 sightings on Saturday evening. One was seen in the sales office running along the back of the desk. One was seen running around on the carpet in the PH lobby between the wall adjacent to salon A and the box office.

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
**Subject:** Mice

Hello All,

Chad the Orkin Man is onsite today and he was able to quickly identify and address the troublesome spots in the Sales Office and the Fire Exit doors between the QET and PH stages. He plugged the points of entry with steel wool and laid a few heavy duty tin traps at the point of entry and along the runs. We will be cleaning the areas this week to erase their 'roadmaps' that they use to revisit areas of interest to them.

He is also replacing some existing traps with his newer tin traps in the concession areas.

Please keep notifying me of sightings, as this will continue to be a great help in Chad's efforts to keep the rodent population down to a minimum in the buildings.

Thanks very much,

Jason Lynden

*City of Vancouver*

*Vancouver Civic Theatres*

*Building Services Supervisor 1*

Office: 604-665-3023

Cellular: 604-830-1785

Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, November 20, 2014 10:47 AM  
**To:** Bedry, Ricci  
**Subject:** RE: mouse sighting

Hi Ric,

I will review the sightings with Chad during his next site visit.

There are a few things to consider. One is, we expected an increase in sightings as the weather turned colder and the theatres filled up with more people. Once Chad gets a sense of where the mice are congregating, he can then tailor his prevention program more specifically, and hopefully this will lead to an improvement. I keep a log of all sightings reported to me on my computer.

Second, if we review the recommendations from Orkin, we'd find most of them have been ignored. Food is not stored properly, the bottle room floors and shelves in both buildings almost constantly have leaked pop, juice, wine and beer all over them because the empties are not stored properly, and there has been little effort so far to seal exterior parts of the buildings where the mice gain access from outside. Until these recommendations are followed, no matter how many traps Chad puts out, we will still be living with a healthy mouse population here.

Thanks,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Thursday, November 20, 2014 9:51 AM  
**To:** Lynden, Jason  
**Subject:** FW: mouse sighting

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, November 19, 2014 9:47 PM  
**To:** Bedry, Ricci  
**Subject:** Fw: mouse sighting

Pls escalate this problem - this is totally unacceptable and inexcusable! Thanks  
Sandra

Sent from my BlackBerry 10 smartphone on the Rogers network.

---

**From:** Merritt, Patricia <Patricia.Merritt@vancouver.ca>  
**Sent:** Wednesday, November 19, 2014 9:38 PM  
**To:** Crawford, Justine; Lynden, Jason; Griffiths, Elizabeth; Ayotte, Todd; Gajic, Sandra; Elliot, Sandra; Rhine, Louanne; Linley, Bobbi; Clarke, Erin; Davidson, Victoria; Edwards, Patrick; Mclean, Alicia; Rosinski, Kristin; Sangalang, Geraldine  
**Subject:** RE: mouse sighting

Just to escalate the mouse sightings. Adrienne had a mouse jump out of her jacket that was hanging in her locker in the Sales office. I will continue to tell staff to clear up food debris from breaks and have food items in a secure container.

Tricia

---

**From:** Crawford, Justine

**Sent:** Sunday, November 16, 2014 4:00 PM

**To:** Lynden, Jason; Griffiths, Elizabeth; Ayotte, Todd; Gajic, Sandra; Elliot, Sandra; Rhine, Louanne; Linley, Bobbi; Clarke, Erin; Davidson, Victoria; Edwards, Patrick; Merritt, Patricia; Mclean, Alicia; Rosinski, Kristin; Sangalang, Geraldine

**Subject:** mouse sighting

FYI - Spotted a mouse in the sales office during my flashdance evening shift on Sunday, Nov 16, 2014. Gave staff a reminder to keep food items in sealed containers or in the fridge.

Thank you,

Justine

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, November 20, 2014 10:33 AM  
**To:** Bedry, Ricci  
**Subject:** Unhealthy BSWs

Hello Ric,

s.22(1)

s.22(1)

I have reviewed the outline for s.22(1) provided by Ruth and there are no physical restrictions indicated.

I am willing to make every effort to work with people through their challenges, and will continue to do so s.22(1) but moving furniture and lifting and transporting large amounts of garbage are almost unavoidable in this portfolio. If I'm away and setups need to be done on s.22(1) are off, who will do them? Maybe I can put the mice to work on it?

While the portfolio continues to be understaffed this way, I will continue to struggle to perform my own job duties. Until the issues with s.22(1) are resolved, can I please ask that we not add any more physically disabled staff to the portfolio?

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, February 05, 2016 1:43 PM  
**To:** Bedry, Ricci; Gajic, Sandra  
**Subject:** Green Room Couches

Hello Ric and Sandra,

Michael and I looked at the couches in the QET Green Room. There is no way the mice are nesting in the couches; the material under the springs is almost paper thin, so there is no need to mutilate them.

I inspected underneath the cushions again, and found no evidence of mouse droppings. I suspect the mice were attracted by all the food left out all over the Green Room when the Korean boy band was here.

Thanks,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, June 23, 2015 11:48 AM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

You're welcome. Just let me know what you decide. I'm happy to help!

J

---

**From:** Clarke, Erin  
**Sent:** Tuesday, June 23, 2015 9:42 AM  
**To:** Lynden, Jason  
**Cc:** Surette, Michelle; Kendall, Peter  
**Subject:** RE: Mice in third floor office

Thanks Jason,

I will see what the others in this office think (see below Michelle and Peter). Maybe if we keep it really clean in here the problem will take care of itself. I brought my big Tupperware to keep my snacks in!

Erin

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:32 PM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Erin,

Chad placed another trap. Anita wiped off your desks with a mild vinegar rinse (sorry if the smell is still lingering); mice don't like vinegar, so this should keep the little buggers off your desks.

Your office presents a bit of a challenge for the Orkin tech; mice will often chew through the wall behind the baseboard, but your desks cover most of this stretch of the wall space, so he could not determine where their access point was. If he can do that, he can bait the hole and seal it with steel wool. We could then clean along where we think the run is.

If you and the Booking Gang would like to proceed with this, just let me know, and we'll agree on a day and time. That way you can secure any precariously balanced items on your desks before we start yanking them out from the walls.

Hope this helps! ☺

Thanks,

J

---

**From:** Clarke, Erin  
**Sent:** Friday, June 19, 2015 10:55 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Mice in third floor office

Hi Jason,

There was a mouse dropping on my desk this morning (third floor office – Peter and Michelle’s). I checked the trap in here this morning and there is a dead mouse in it that looks like it’s been there awhile ☹

Could we get the trap removed? I will not leave any snacks here over the weekend and bring an airtight container next week.

Thanks,

**Erin Clarke**

Event Liaison Assistant, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, June 19, 2015 12:20 PM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Erin,

I will come up and remove the trap. Good news is, Chad the Orkin Man will be in this Saturday at the crack of Dawn and I'll have him take a look at the area in general and see what we can do.

Cheers,

Jason

---

**From:** Clarke, Erin  
**Sent:** Friday, June 19, 2015 10:55 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Mice in third floor office

Hi Jason,

There was a mouse dropping on my desk this morning (third floor office – Peter and Michelle's). I checked the trap in here this morning and there is a dead mouse in it that looks like it's been there awhile ☹

Could we get the trap removed? I will not leave any snacks here over the weekend and bring an airtight container next week.

Thanks,

**Erin Clarke**

Event Liaison Assistant, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Sunday, March 01, 2015 10:55 PM  
**To:** Crawford, Justine  
**Subject:** Re: mice

Man, those are persistent little buggers. Chad has been upping the ante in that area for at least three months now.

I'll log it for him. Thanks Justine.

---

**From:** Crawford, Justine  
**Sent:** Sunday, March 1, 2015 12:18 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Merritt, Patricia; Mclean, Alicia; Rosinski, Kristin; Sangalang, Geraldine; Edwards, Patrick; Davidson, Victoria; Elliot, Sandra; Charbonneau, Jason; Gordon, Jason  
**Subject:** mice

3 mouse sightings this evening at the QET. 1 in the sales office, 2 in the salon hallway leading from the QET to the PH.  
Thanks  
Justine

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, November 25, 2014 6:30 AM  
**To:** Crawford, Justine  
**Subject:** RE: Mice

Thanks Justine. I will add this to the log for Chad.

Cheers,

jason

---

**From:** Crawford, Justine  
**Sent:** Sunday, November 23, 2014 4:47 PM  
**To:** Lynden, Jason; VCT All Staff - DL  
**Subject:** RE: Mice

2 sightings on Saturday evening. One was seen in the sales office running along the back of the desk. One was seen running around on the carpet in the PH lobby between the wall adjacent to salon A and the box office.

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
**Subject:** Mice

Hello All,

Chad the Orkin Man is onsite today and he was able to quickly identify and address the troublesome spots in the Sales Office and the Fire Exit doors between the QET and PH stages. He plugged the points of entry with steel wool and laid a few heavy duty tin traps at the point of entry and along the runs. We will be cleaning the areas this week to erase their 'roadmaps' that they use to revisit areas of interest to them.

He is also replacing some existing traps with his newer tin traps in the concession areas.

Please keep notifying me of sightings, as this will continue to be a great help in Chad's efforts to keep the rodent population down to a minimum in the buildings.

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, May 05, 2015 6:38 AM  
**To:** Crawford, Justine; Bedry, Ricci; Griffiths, Elizabeth  
**Cc:** Elliot, Sandra; Rhine, Louanne; Linley, Bobbi; Clarke, Erin; Davidson, Victoria; Edwards, Patrick; Charbonneau, Jason; Gordon, Jason; Mclean, Alicia; Rosinski, Kristin; Sangalang, Geraldine  
**Subject:** RE: mouse in salon B/C & salon B dishwasher

Thanks Justine. I will be sure to review this area again with the Orkin tech. It seems to be our highest trouble spot for mice in the QET/PH.

Jason

---

**From:** Crawford, Justine  
**Sent:** Sunday, May 03, 2015 4:17 PM  
**To:** Lynden, Jason; Bedry, Ricci; Griffiths, Elizabeth  
**Cc:** Elliot, Sandra; Rhine, Louanne; Linley, Bobbi; Clarke, Erin; Davidson, Victoria; Edwards, Patrick; Charbonneau, Jason; Gordon, Jason; Mclean, Alicia; Rosinski, Kristin; Sangalang, Geraldine  
**Subject:** mouse in salon B/C & salon B dishwasher

MOUSE - Carmen from the Opera reported seeing a mouse run along the wall from the salon C closet into the salon B closet on Sunday afternoon around noon. The sighting has been recorded in the mouse log at QET stage door.

DISHWASHER – half way through the matinee shift on Sunday May 3 in salon B , the dishwasher stopped working. It would not engage when the lever was pushed down. We were unable to drain it but turned the heater switch off.

### Justine Crawford

Audience Services  
649 Cambie Street, Vancouver BC V6B 2P1  
F: 604.665.3001

## VANCOUVER CIVIC THEATRES

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Monday, July 06, 2015 11:44 AM  
**To:** Elliot, Sandra  
**Subject:** Re: Monitor traps

Hi Sandra,

The traps look like tented versions of the glue traps used for mice and roaches that get placed on the floor. They contain pheromones that attract the cloth moth we are concerned about. This will allow the tech to correctly identify the visiting species and enable us to set a course of action moving forward.

Hope this helps.

Jason

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Elliot, Sandra  
**Sent:** Monday, July 6, 2015 10:14 AM  
**To:** Lynden, Jason  
**Subject:** FW: Monitor traps

Jason,  
Can you provide some more detail on this please?  
I will then pass it on to staff.  
Thanks,  
SE.

---

**From:** Merritt, Patricia  
**Sent:** Saturday, July 04, 2015 9:27 AM  
**To:** Elliot, Sandra; Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Sangalang, Geraldine; Horrobin, Angela; Rosinski, Kristin; Lee, Rachael; Linley, Bobbi; Rhine, Louanne; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene  
**Subject:** RE: Monitor traps

What do these monitor moth traps look like and how is the placement different than the mouse traps?  
These details will help us in not mistaking them and keeping them in the correct area of the QET CC if staff displace them.

Tricia

---

**From:** Elliot, Sandra  
**Sent:** Friday, July 03, 2015 10:42 AM  
**To:** Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Sangalang, Geraldine; Horrobin, Angela; Rosinski, Kristin; Lee, Rachael; Linley, Bobbi; Merritt, Patricia; Rhine, Louanne; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene  
**Subject:** FW: Monitor traps

FYI

---

**From:** Lynden, Jason  
**Sent:** Friday, July 03, 2015 9:56 AM  
**To:** VCT All Staff - DL  
**Subject:** Monitor traps

Hello All,

Chad Anderson from Orkin has placed monitor traps in the QET coat check and the Mezzanine men's washroom to check on our moth issue. Please don't confuse these for mouse or roach traps and put them on the floor or throw them away.

Thanks very much,

Jason  
Building Services

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, December 23, 2015 2:24 PM  
**To:** Gajic, Sandra  
**Cc:** Bedry, Ricci; Leung, Dennis  
**Subject:** RE: Mice Update

You're welcome.

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, December 23, 2015 2:24 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci; Leung, Dennis  
**Subject:** RE: Mice Update

Nice work! Thank you!

---

**From:** Lynden, Jason  
**Sent:** Wednesday, December 23, 2015 2:23 PM  
**To:** Gajic, Sandra; Bedry, Ricci; Leung, Dennis  
**Subject:** Mice Update

Hi All,

We have had multiple reports of staff finding dead mice in the Orpheum, so the efforts of the new tech are paying off.

Thanks,

Jason

HAPPY KRAMPUS!

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, November 25, 2014 6:33 AM  
**To:** Gajic, Sandra  
**Subject:** RE: Mice

Hi Sandra,

You're welcome,

Jason

---

**From:** Gajic, Sandra  
**Sent:** Saturday, November 22, 2014 3:37 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Re: Mice

Thanks Jason for keeping us all informed on your steps in dealing with this issue. Much appreciated.

Best,  
Sandra

Sent from my BlackBerry 10 smartphone on the Rogers network.

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
**Subject:** Mice

Hello All,

Chad the Orkin Man is onsite today and he was able to quickly identify and address the troublesome spots in the Sales Office and the Fire Exit doors between the QET and PH stages. He plugged the points of entry with steel wool and laid a few heavy duty tin traps at the point of entry and along the runs. We will be cleaning the areas this week to erase their 'roadmaps' that they use to revisit areas of interest to them.

He is also replacing some existing traps with his newer tin traps in the concession areas.

Please keep notifying me of sightings, as this will continue to be a great help in Chad's efforts to keep the rodent population down to a minimum in the buildings.

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, August 01, 2015 9:41 AM  
**To:** Gajic, Sandra; Bedry, Ricci  
**Subject:** mice

Hello Ric and Sandra,

We have been cleaning up a lot of dead mice lately at the QET. It appears the tide may finally be turning on that front.

I will be calling the tech at the Orpheum next week to arrange a meet and go over the rash of sightings there, and ask him to arrange a quote for the door sweeps. Chad should have that quote in place for us at the QET / PH later this month.

Thanks,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, December 23, 2015 2:23 PM  
**To:** Gajic, Sandra; Bedry, Ricci; Leung, Dennis (dennis.leung@vancouver.ca)  
**Subject:** Mice Update

Hi All,

We have had multiple reports of staff finding dead mice in the Orpheum, so the efforts of the new tech are paying off.

Thanks,

Jason

HAPPY KRAMPUS!

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, March 19, 2015 9:29 AM  
**To:** Gordon, Jason  
**Subject:** RE: pest control

How about tomorrow, Friday March 20?

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 18, 2015 4:42 PM  
**To:** Lynden, Jason  
**Subject:** RE: pest control

Hi Jason, can we please meet to discuss this over?  
Let me know what time and day works for you?

Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 7:31 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci; Gajic, Sandra  
**Subject:** RE: pest control

Hi Jason,

Here is what I recommended to Diane for the fruit flies:

- Replace organic waste receptacles at the bars and cap stations with lidded, step-pedal receptacles. Researched with Brandy Afoon, who comped us a few options to test. Rejected by bartenders. Subsequently advised cleaning staff to switch from cardboard liners to plastic in small green organics totes.
- Offered to provide wheeled totes in the bottles rooms for the storage of empty pop / beer cans and water bottles. Your specific bags for pricing would fit the totes. Researched with Brandy Afoon to provide appropriate totes. Rejected because the cans and bottles apparently would be too heavy to lift. If you opted to go in this direction, you may want to discuss budget with Ric.
- Trap options at the bars, cap stations and bottle rooms. Opted for natural solution (vinegar) in small containers at food prep areas such as bars and cap stations. Went with over-the-counter traps that Diane provided in the bottle rooms. Most of these containers have since disappeared.
- Recommended sinks and drains be thoroughly rinsed and that no food waste such as lime rinds be left in the sinks. It was my understanding that only clean water was supposed to be going down the sinks??? (see attached picture, which is how I found the sink in the salon on Friday morning).
- Altered show coverage duties to include as much of a post-show clean in the auditoriums as the staff can manage before having to leave for the night, with the focus on food waste and drink containers.
- I would add a further recommendation that the garbage containers in the dressing rooms be removed. They are open containers, and they do not comply with the City's Zero Waste initiatives.

I hope this helps,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

I would be happy to discuss further with you regarding the fruit flies problem, we could do a walk around and you could show me what are the steps that you have tried in the past and we can go forward from there.

On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, March 11, 2015 6:56 AM  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason,

The first step is to report the rodent / moth sightings in a way that it is going to get back to the Orkin reps. We have a rodent log book for QET/Playhouse at stage door. I can put a similar log book at the Orpheum stage door. They can include it in a FOH report. They can email Elizabeth or myself directly.

For the cloth moths, I will have to follow up with Chad at Orkin. Orkin's suggestion was to install monitor traps to help monitor activity. Chad has not been on sight as of yet, but I haven't had any sightings reported in two weeks.

Rodents. This will never be more than a control program. Given the age of the buildings, we are likely to always have a mice population. According to our Orkin reps, from a maintenance point of view, we can spend a million dollars sealing the buildings and drilling holes in the walls to place traps and eradicate nests, and still the buildings would not remain mice free. So far we are averaging 2 to 4 sightings per month in the QET/PH and I have received one reported sighting in the Orpheum in the last 6 months. From a Pest Control point of view, this is well under control.

Now, this doesn't mean we ignore the sightings. The reported sightings seem to be concentrated around the Sales Office atop the Salon. Chad has saturated the area with traps and we have cleaned the area according to Chad's recommendations. There is also no sign of food being left out to attract the mice. Unless we can identify a source of attraction to the area, the next step might be drilling into the drywall to see if we can identify where they are nesting.

Orkin reps Chad and Jason do have standing recommendations on specific exterior doors and entrances where they feel sealing the gaps under the doors would help to improve control efforts. In the past, this has been visited from a budgetary view and, to date, there has been no movement.

And please, continue to encourage staff to log their sightings. This information is a vital piece of our control efforts.

From a cleaning approach, the only concerns I have are any food that is left in the auditorium floors after a show, as we do sometimes encounter candy, chocolate or spilled pop that has been left overnight, and any food being left in the dressing room areas post show.

Fruit flies. To be blunt, this is a user issue. Yesterday morning we mustered in our staff room at the QET and found that there were four glass mugs left on the counter that had been used for coffee and were not rinsed out, let alone cleaned

properly. So, our room had fruit flies. Drains not thoroughly rinsed, unsealed beverage containers that haven't been rinsed or food waste that is left in waste containers without properly sealed lids; soiled reusable beverage containers like coffee cups left throughout the lobbies, the leakage from beverage containers that sit all over the bottle room floors and soak into the cardboard thrown down. These are all user issues that are causing the fruit flies and that continue to be unaddressed.

Again, I'm going to painfully blunt. I am happy to assist with this as I can, but as previously indicated I spent a lot of time and effort on this issue for Diane and it proved to be a waste of my time. There is little more the cleaning staff can do about the fruit flies without the co-operation of the users of the buildings.

I hope this proved helpful.

Best regards,

Jason

---

**From:** Gordon, Jason  
**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** pest control

Hi guys, can you please give us an update on how we are tackling the pest control issues ( rodents/fruit flies/moths) within our venues?

I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

**Jason Gordon**  
Food & Beverage Manager, Vancouver Civic Theatres  
Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

cell: 604.679.4514  
tel: 604.665.3372  
fax: 604.665.3001  
email: [Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, March 13, 2015 8:47 AM  
**To:** Gordon, Jason  
**Subject:** RE: pest control

Hi Jason,

Sure, if you want to set something up next week. Tuesday is no good, I have a meeting at the Yard and then am back here for a meeting with an OH&S tech. Wed to Fri I'm good.

Thanks,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

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On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, March 11, 2015 6:56 AM  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
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And please, continue to encourage staff to log their sightings. This information is a vital piece of our control efforts.

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Again, I'm going to painfully blunt. I am happy to assist with this as I can, but as previously indicated I spent a lot of time and effort on this issue for Diane and it proved to be a waste of my time. There is little more the cleaning staff can do about the fruit flies without the co-operation of the users of the buildings.

I hope this proved helpful.

Best regards,

Jason

---

**From:** Gordon, Jason  
**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** pest control

Hi guys, can you please give us an update on how we are tackling the pest control issues ( rodents/fruit flies/moths) within our venues?

I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

**Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

cell: 604.679.4514

tel: 604.665.3372

fax: 604.665.3001

email: [Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 12:08 PM  
**To:** Gordon, Jason; Charbonneau, Jason; Edwards, Patrick; Davidson, Victoria  
**Cc:** Bedry, Ricci; Elliot, Sandra  
**Subject:** RE: Chemical Sanitizer Dispenser

I will also schedule a calibration update for each of the dispensers and conduct inspections on the units to ensure they hooked up properly.

Thanks,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, January 21, 2015 12:04 PM  
**To:** Lynden, Jason; Charbonneau, Jason; Edwards, Patrick; Davidson, Victoria  
**Cc:** Bedry, Ricci; Elliot, Sandra  
**Subject:** RE: Chemical Sanitizer Dispenser

Just to confirm the outcome of this, we do have chemical dispensers at the QET and The Orpheum. Jason Lynden, will order 48 QUAT Spray bottles for the 2 complex dedicated to bars and food stations.

Also to avoid any confusion among the staff, the QUAT sanitizer available in the janitor's room are food safe and should not be an issue during the health inspector visit.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 9:46 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Chemical Sanitizer Dispenser

Hi Jason,

I'm not sure what you are thinking of in terms of a dispenser? Where would you be looking to have them installed? They would need to be tied in to a sink. Were you looking to have them tied into the bar sinks?

We have chemical dispensers in the janitor rooms with Quat Plus and Azure glass cleaner in them, which are the Dustbane products that the City is contractually tied to through Grand & Toy. The City also has environmental and OH&S standards that all chemicals on site must meet, so when it comes to the chemicals, we pretty much have to stick to getting them through the City's procurement staff.

We do clean certain F&B areas as part of our base and event cleaning already, but I can certainly make some spray bottles available to your staff. We have always had a certain amount of concern to just opening up our janitor rooms to all staff due to the varying levels of diligence when it comes to equipment being returned etc, but as far as I know at the

VCT, all jani closets with chemical dispensers are on the various generations of master keys, which means that the majority staff do have access to them.

I would be happy to provide a quick info session for your staff on the dispensers and the chemicals if you thought that might help, and I'd be happy to can discuss any ways that we can help improve the level of cleanliness in any of the F&B areas.

In addition, I'll just provide a bit of background to some of the pest control issues I've been involved with since coming on site...

We had a cockroach problem in both sites that, to the best of my knowledge, has been dealt with sufficiently. I've had no word of a sighting in at least 8 or 9 months.

We have an ongoing mice issue, which is not out of the ordinary for older buildings in dense population centers. I work with the two Orkin techs, Jason at the Orpheum and Chad at the QET/Playhouse, who attend the sites on a monthly basis. We are down to one or three sightings per building per month, and we log this info so that the techs can address them upon their next visit. In fact, Chad is due at the QET this Saturday and will be here between 8am and 10am if you were interested in meeting with him.

There are a series of ongoing site recommendations common to both sites that involve food storage, sealing exterior access points and sealing and cleaning interior runs.

Fruit flies. Always an issue, and I made a series of recommendations to the previous AS manager that included putting lids on the garbage cans at food service stations, leaving out small bowls of vinegar at the stations and getting storage totes in the bottle rooms that keep the floors from getting covered in beer and pop drippings. The bartenders refused to have lids put on the garbage cans, the small trays of vinegar have mostly disappeared and they refused any changes to the empty pop and beer can storage options in the bottles rooms. We did put fruit fly traps in both rooms. Perhaps putting them at the bar and coffee stations would be a better option than the vinegar?

I'd be happy to revisit the tote option in the bottle rooms. It wouldn't change the weight or capacity of the existing bags; as long as the beer and wine bottles continue to be stored separately on the shelves, the bags could quite easily be lifted out of the totes.

I hope this helps. Just let me know how I can be of help in the future.

Thanks,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, January 21, 2015 9:08 AM  
**To:** Lynden, Jason  
**Subject:** FW: Chemical Sanitizer Dispenser

---

**From:** Gordon, Jason  
**Sent:** Tuesday, January 20, 2015 7:47 PM  
**To:** Charbonneau, Jason; Edwards, Patrick  
**Cc:** Bedry, Ricci  
**Subject:** Chemical Sanitizer Dispenser

Can you look into some sort of QUAT Sanitizer dispenser for me?  
Can you also check if they have a glass washer cleaning chemicals?

The plan is to roll out a cleaning plan for all the venues across all F&B areas.

I have dealt with Johnson Diversey in the past, so they might be a good bet!

Kind Regards,

**Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, June 23, 2015 11:40 AM  
**To:** Kendall, Peter  
**Subject:** RE: Mice in third floor office

Hi Peter,

And if you find any more mice droppings, just give me a call and I'll get a BSW on it...I'd really prefer Erin especially not touch it at all, just to be safe.

Cheers,

jason

---

**From:** Kendall, Peter  
**Sent:** Monday, June 22, 2015 3:47 PM  
**To:** Lynden, Jason; Surette, Michelle  
**Cc:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Jason,

We def want to resolve this and we will talk as a team once Erin returns to the office tomm

Peter

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:33 PM  
**To:** Kendall, Peter; Surette, Michelle  
**Subject:** FW: Mice in third floor office

Again, sorry if the vinegar smell is lingering...

J

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:32 PM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Erin,

Chad placed another trap. Anita wiped off your desks with a mild vinegar rinse (sorry if the smell is still lingering); mice don't like vinegar, so this should keep the little buggers off your desks.

Your office presents a bit of a challenge for the Orkin tech; mice will often chew through the wall behind the baseboard, but your desks cover most of this stretch of the wall space, so he could not determine where their access point was. If he can do that, he can bait the hole and seal it with steel wool. We could then clean along where we think the run is.

If you and the Booking Gang would like to proceed with this, just let me know, and we'll agree on a day and time. That way you can secure any precariously balanced items on your desks before we start yanking them out from the walls.

Hope this helps! 😊

Thanks,

J

---

**From:** Clarke, Erin  
**Sent:** Friday, June 19, 2015 10:55 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Mice in third floor office

Hi Jason,

There was a mouse dropping on my desk this morning (third floor office – Peter and Michelle's). I checked the trap in here this morning and there is a dead mouse in it that looks like it's been there awhile 😞

Could we get the trap removed? I will not leave any snacks here over the weekend and bring an airtight container next week.

Thanks,

**Erin Clarke**

Event Liaison Assistant, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:33 PM  
**To:** Kendall, Peter; Surette, Michelle  
**Subject:** FW: Mice in third floor office

Again, sorry if the vinegar smell is lingering...

J

---

**From:** Lynden, Jason  
**Sent:** Saturday, June 20, 2015 1:32 PM  
**To:** Clarke, Erin  
**Subject:** RE: Mice in third floor office

Hi Erin,

Chad placed another trap. Anita wiped off your desks with a mild vinegar rinse (sorry if the smell is still lingering); mice don't like vinegar, so this should keep the little buggers off your desks.

Your office presents a bit of a challenge for the Orkin tech; mice will often chew through the wall behind the baseboard, but your desks cover most of this stretch of the wall space, so he could not determine where their access point was. If he can do that, he can bait the hole and seal it with steel wool. We could then clean along where we think the run is.

If you and the Booking Gang would like to proceed with this, just let me know, and we'll agree on a day and time. That way you can secure any precariously balanced items on your desks before we start yanking them out from the walls.

Hope this helps! ☺

Thanks,

J

---

**From:** Clarke, Erin  
**Sent:** Friday, June 19, 2015 10:55 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** Mice in third floor office

Hi Jason,

There was a mouse dropping on my desk this morning (third floor office – Peter and Michelle's). I checked the trap in here this morning and there is a dead mouse in it that looks like it's been there awhile ☹

Could we get the trap removed? I will not leave any snacks here over the weekend and bring an airtight container next week.

Thanks,

**Erin Clarke**

Event Liaison Assistant, Audience Services  
Vancouver Civic Theatres  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3473 | F: 604.665.3001

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Sunday, December 06, 2015 1:42 PM  
**To:** Laxton, Rod; Bedry, Ricci  
**Cc:** Muir, Miles  
**Subject:** Re: Playhouse rodents

Hi Rod,

I will bring this to the tech at his next visit.

When we have a sighting, the more detail we can provide the tech. The better. Did we see where it entered and exited the auditorium, where it was in the house (seat numbers of general location, etc).

Thanks, Jason

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Laxton, Rod  
**Sent:** Sunday, December 6, 2015 1:01 PM  
**To:** Bedry, Ricci  
**Cc:** Muir, Miles; Lynden, Jason  
**Subject:** Playhouse rodents

FYI

Mice have been a regular sighting in the Playhouse for years but today was the first time we've seen a full size rat run through the auditorium.

### Rod Laxton

Head Carpenter, Vancouver Playhouse  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3041 | F: 604.665.3001

## VANCOUVER CIVIC THEATRES

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX





## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, January 17, 2015 6:28 AM  
**To:** Lee, Rachael  
**Subject:** RE: 3rd floor opposite accounting; round the corner from the glass room: Jan 13 : Mice/mouse in FOH office at QE

Thanks. I will log it for Chad.

---

**From:** Lee, Rachael  
**Sent:** Friday, January 16, 2015 5:28 PM  
**To:** Lynden, Jason  
**Subject:** 3rd floor opposite accounting; round the corner from the glass room: Jan 13 : Mice/mouse in FOH office at QE

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 14, 2015 12:12 PM  
**To:** Lee, Rachael  
**Subject:** RE: Jan 13 : Mice/mouse in FOH office at QE

Hi Rachel,

Can you please remind me where the FOH office is? Is that on the third floor?

Thanks,

Jason

---

**From:** Lee, Rachael  
**Sent:** Tuesday, January 13, 2015 8:37 PM  
**To:** Lynden, Jason  
**Cc:** Griffiths, Elizabeth; Ahluwalia, Nilam; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Elliot, Sandra; Horrobin, Angela; Lee, Rachael; Mclean, Alicia; Merritt, Patricia; Pietzsch, Sonia; Robinson, Greg; Rosinski, Kristin; Sangalang, Geraldine; Sutherland, Arlene  
**Subject:** Jan 13 : Mice/mouse in FOH office at QE

I walked into the FOH office at 8:30pm to start my paperwork. As I turned on the light.

A large mouse ran on the floor across the aisle from FOH desk to Angela's desk and toward the wall.

It has not come out ..... it was not a small mouse! As far as I am aware there is no food source in the area so this is probably a migratory route.

Please get rid of it!

Thanks

Rachael

---

**From:** Lynden, Jason  
**Sent:** Friday, November 28, 2014 6:46 AM  
**To:** Lee, Rachael  
**Subject:** RE: Nov 27 CFL awards: Mice

Hi Rachael,

I have forwarded this to Ric for review and added the siting to our log for Orkin.

Thanks,

Jason

---

**From:** Lee, Rachael  
**Sent:** Thursday, November 27, 2014 10:45 PM  
**To:** Crawford, Justine; Lynden, Jason; VCT All Staff - DL  
**Subject:** Nov 27 CFL awards: Mice

One healthy looking mouse came out and under the southernmost doors (mag door) at Hamilton entrance (doors were closed) and along and under the exterior white wall under which are part of box office.

Maybe it wanted to visit the market – but he did not come back. So I was not able to observe it's home base in the QE.

Our old doors had a lip in the door frame so the fit of the door was tight – our new doors have a gap on the bottom.

Gnite.

Rachael

---

**From:** Crawford, Justine  
**Sent:** Sunday, November 23, 2014 4:47 PM  
**To:** Lynden, Jason; VCT All Staff - DL  
**Subject:** RE: Mice

2 sightings on Saturday evening. One was seen in the sales office running along the back of the desk. One was seen running around on the carpet in the PH lobby between the wall adjacent to salon A and the box office.

---

**From:** Lynden, Jason  
**Sent:** Saturday, November 22, 2014 12:44 PM  
**To:** VCT All Staff - DL  
**Subject:** Mice

Hello All,

Chad the Orkin Man is onsite today and he was able to quickly identify and address the troublesome spots in the Sales Office and the Fire Exit doors between the QET and PH stages. He plugged the points of entry with steel wool and laid a few heavy duty tin traps at the point of entry and along the runs. We will be cleaning the areas this week to erase their 'roadmaps' that they use to revisit areas of interest to them.

He is also replacing some existing traps with his newer tin traps in the concession areas.

Please keep notifying me of sightings, as this will continue to be a great help in Chad's efforts to keep the rodent population down to a minimum in the buildings.

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785

Fax: 604-665-3058

## Lynden, Jason

---

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Jason

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Gnite.  
Rachael

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**Sent:** Sunday, November 23, 2014 4:47 PM  
**To:** Lynden, Jason; VCT All Staff - DL  
**Subject:** RE: Mice

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Please keep notifying me of sightings, as this will continue to be a great help in Chad's efforts to keep the rodent population down to a minimum in the buildings.

Thanks very much,

Jason Lynden

*City of Vancouver*

*Vancouver Civic Theatres*

*Building Services Supervisor 1*

Office: 604-665-3023

Cellular: 604-830-1785

Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, December 12, 2015 1:01 PM  
**To:** Leung, Dennis  
**Cc:** Bedry, Ricci  
**Subject:** RE: Rodent: Furry Friends in the Playhouse Dec 10 Opera

Chad Anderson from Orkin was on site today and removed his interior mouse traps from the QET / PH. He will be returning Saturday, December 19 to remove the anchored exterior bait traps.

---

**From:** Leung, Dennis  
**Sent:** Friday, December 11, 2015 9:16 AM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Rodent: Furry Friends in the Playhouse Dec 10 Opera

Hi Jason & Ricci,  
Has Care Pest come up with any other recommendations to address the mice issue?  
The last I heard was the additional door sweeps.

Can we please be proactive and update Sandra on what has been done and what other recommendations we are following (including timelines) to address this issue.

Thank you,  
Dennis  
604-654-0956

---

**From:** Gajic, Sandra  
**Sent:** Thursday, December 10, 2015 9:32 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci; Leung, Dennis  
**Subject:** Fw: Rodent: Furry Friends in the Playhouse Dec 10 Opera

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lee, Rachael <[Rachael.Lee@vancouver.ca](mailto:Rachael.Lee@vancouver.ca)>  
**Sent:** Thursday, December 10, 2015 21:18  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Sutherland, Arlene; Sangalang, Geraldine; Pietzsch, Sonia; Robinson, Greg; Griffin, Aliya; Guremel, Ish; Merritt, Patricia; Ahluwalia, Nilam; Mclean, Alicia; Gajic, Sandra; Burmas, Amanda; Wilson, Sean; VCT Security Stage Door Attendants - DL; Laxton, Rod; Leung, Alan  
**Subject:** Rodent: Furry Friends in the Playhouse Dec 10 Opera

Still around.  
I asked Jaime at stage door QE to update our attendance log for our resident rodent.

Presence observed by Jake just before lights were called for intermission at 8:30 pm, seen scuttling from the bar at Orchestra right lobby headed toward the house on Orchestra Right.  
Jake observes – sure was fast!

I am including Ric on this email as I am not sure if the EBMS FOH report is the best place for this information.

Thanks  
Rachael

---

**From:** Gajic, Sandra  
**Sent:** Saturday, October 31, 2015 8:47 AM  
**To:** Burmas, Amanda; Gordon, Jason; Gajic, Sandra  
**Cc:** Lee, Rachael; Sutherland, Arlene; Sangalang, Geraldine; Pietzsch, Sonia; Robinson, Greg; Griffin, Aliya; Burmas, Amanda; Guremel, Ish; Merritt, Patricia; Ahluwalia, Nilam; Mclean, Alicia  
**Subject:** Re: Furry Friends in the Playhouse for a Classical evening. AND Playhouse canopy lights.

Thank you Mandi for escalating the issues.

I have already alerted our colleagues at REFM re: mice requesting additional services. As for the lights, we are part of corporate upgrades and environmentally driven initiatives of replacing all of our FOH lights with LED light bulbs. This project met some serious delays which as a result meant that we are seeing a significant number of burnt light. I will escalate this one too as patrons' and staff safety is of utmost importance to us.

Keep on alerting us and escalating issues you feel have not been addressed in a timely manner.

Best,

Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Burmas, Amanda  
**Sent:** Friday, October 30, 2015 23:32  
**To:** Gordon, Jason; Gajic, Sandra  
**Cc:** Lee, Rachael; Sutherland, Arlene; Sangalang, Geraldine; Pietzsch, Sonia; Robinson, Greg; Griffin, Aliya; Burmas, Amanda; Guremel, Ish; Merritt, Patricia; Ahluwalia, Nilam; Mclean, Alicia  
**Subject:** Furry Friends in the Playhouse for a Classical evening. AND Playhouse canopy lights.

Hi to you all!

We had a couple of extra furry guests in the Playhouse this evening since the first report a little while ago. Do we have an action plan in place for this... a couple of ladies noticed but were not bothered by the visit, but numbers are growing.

As for the Canopy lights outside the entrance of the Playhouse doors we are now around 15 of the pot lights out. This is becoming a safety issue for the guests as the days get darker, do we have a timeframe on when the issues will be resolved?

Happy Hallows EVE!!!!

**Mandi Burmas**

Floor Supervisor, Audience Services  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.2351 | C: 778.997.6336 | F: 604.665.3001

**VANCOUVER CIVIC THEATRES**

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX





**Lynden, Jason**

---

**From:** Lynden, Jason  
**Sent:** Friday, November 21, 2014 2:25 PM  
**To:** Leung, Dennis  
**Cc:** Bedry, Ricci  
**Subject:** RE: Unhealthy BSWs

Copy that.

We may have to consider rearranging s.22(1) shifts to provide support on the s.22(1) so that s.22(1)

Thanks,

Jason

---

**From:** Leung, Dennis  
**Sent:** Friday, November 21, 2014 11:31 AM  
**To:** Bedry, Ricci; Lynden, Jason  
**Subject:** RE: Unhealthy BSWs

Hi Jason & Ricci,  
Can you please document each incident when s.22(1) – please include details such as time, date, location, the work they were asked to do (move furniture, remove garbage, etc...), s.22(1)  
As per Ruth's below email s.22(1)  
Thank you,  
Dennis  
604-654-0956

---

**From:** Tsikayi, Ruth  
**Sent:** Friday, November 21, 2014 11:09 AM  
**To:** Leung, Dennis; Bedry, Ricci; Lynden, Jason  
**Subject:** RE: Unhealthy BSWs

Hi Dennis

s.22(1)

Ruth T.

---

**From:** Leung, Dennis  
**Sent:** Thursday, November 20, 2014 2:00 PM  
**To:** Bedry, Ricci; Lynden, Jason  
**Cc:** Tsikayi, Ruth  
**Subject:** RE: Unhealthy BSWs

Hi Ricci and Jason,  
s.22(1)

s.22(1)

Ruth can you please confirm the above.

Thank you,  
Dennis  
604-654-0956

---

**From:** Bedry, Ricci  
**Sent:** Thursday, November 20, 2014 1:31 PM  
**To:** Leung, Dennis  
**Subject:** FW: Unhealthy BSWs

---

**From:** Lynden, Jason  
**Sent:** Thursday, November 20, 2014 10:33 AM  
**To:** Bedry, Ricci  
**Subject:** Unhealthy BSWs

Hello Ric,

s.22(1)

s.22(1)

I have reviewed the outline for s.22(1) provided by Ruth and there are no physical restrictions indicated.

I am willing to make every effort to work with people through their challenges, and will continue to do so s.22(1) but moving furniture and lifting and transporting large amounts of garbage are almost unavoidable in this portfolio. If I'm away and setups need to be done on s.22(1) are off, who will do them? Maybe I can put the mice to work on it?

While the portfolio continues to be understaffed this way, I will continue to struggle to perform my own job duties. Until the issues with s.22(1) are resolved, can I please ask that we not add any more physically disabled staff to the portfolio?

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, March 01, 2016 7:11 AM  
**To:** Winstanley, Dave  
**Subject:** RE: Mice

Thanks Dave,

I will note it in the Pest Control log book.

Thanks,

Jason

---

**From:** Winstanley, Dave  
**Sent:** Monday, February 29, 2016 9:56 AM  
**To:** Lynden, Jason  
**Subject:** FW: Mice

Hi Jason

Please see note below RE: mouse sightings this weekend.

Thanks  
Dave W

**From:** Dan Paterson [<mailto:dpaterson@vancouveropera.ca>]  
**Sent:** Monday, February 29, 2016 9:43 AM  
**To:** Winstanley, Dave; Tom Wright  
**Subject:** Mice

Good Morning Dave,

I wanted to let you know that the mice situation has become quite a bit more noticeable in the QET. Last night during rehearsal I witnessed several mice running throughout the auditorium. Also one of our singers witnessed a mouse in his dressing room. If we could get some traps in the dressing rooms that would be appreciated.

Many thanks,

~Dan

--  
Dan Paterson  
Technical Director  
Vancouver Opera  
1945 McLean Drive  
Vancouver, BC

V5N 3J7  
(604)331-4822 - Direct  
(604)968-3660 - Mobile

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, September 25, 2014 10:29 AM  
**To:** Ayotte, Todd; Griffiths, Elizabeth; Bedry, Ricci  
**Subject:** Old VSO Offices

Hello All,

I met with Jason from Orkin this morning. He was unable to find evidence of rodent activity in the VSO Library Room. However, the room is quite crowded with stored items. His ongoing recommendation for storage spaces is to try keep the rooms tidy and items stored off the floor, to give the rodents fewer places to hide and nest.

He did make note of a few other small adjustments we can make in the rest of the area, such as making sure areas where wiring comes out of the walls and pillars are covered with plates, and that any exterior access doors have door sweeps to keep the pests from squeezing in under the doors (there was one door that joined the west stairwell to the mechanical room that doubles as the recycling room that was in need of this).

Beyond that, there is little he can do until the space is settled. Once the moves and renovations are completed, he can then come in and start laying bait stations and traps in line with what is being done in the rest of the building.

Thanks,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, March 19, 2015 9:29 AM  
**To:** Gordon, Jason  
**Subject:** RE: pest control

How about tomorrow, Friday March 20?

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 18, 2015 4:42 PM  
**To:** Lynden, Jason  
**Subject:** RE: pest control

Hi Jason, can we please meet to discuss this over?  
Let me know what time and day works for you?

Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 7:31 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci; Gajic, Sandra  
**Subject:** RE: pest control

Hi Jason,

Here is what I recommended to Diane for the fruit flies:

- Replace organic waste receptacles at the bars and cap stations with lidded, step-pedal receptacles. Researched with Brandy Afoon, who comped us a few options to test. Rejected by bartenders. Subsequently advised cleaning staff to switch from cardboard liners to plastic in small green organics totes.
- Offered to provide wheeled totes in the bottles rooms for the storage of empty pop / beer cans and water bottles. Your specific bags for pricing would fit the totes. Researched with Brandy Afoon to provide appropriate totes. Rejected because the cans and bottles apparently would be too heavy to lift. If you opted to go in this direction, you may want to discuss budget with Ric.
- Trap options at the bars, cap stations and bottle rooms. Opted for natural solution (vinegar) in small containers at food prep areas such as bars and cap stations. Went with over-the-counter traps that Diane provided in the bottle rooms. Most of these containers have since disappeared.
- Recommended sinks and drains be thoroughly rinsed and that no food waste such as lime rinds be left in the sinks. It was my understanding that only clean water was supposed to be going down the sinks??? (see attached picture, which is how I found the sink in the salon on Friday morning).
- Altered show coverage duties to include as much of a post-show clean in the auditoriums as the staff can manage before having to leave for the night, with the focus on food waste and drink containers.
- I would add a further recommendation that the garbage containers in the dressing rooms be removed. They are open containers, and they do not comply with the City's Zero Waste initiatives.

I hope this helps,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, March 11, 2015 11:50 AM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason, thank you for this very detailed input!

I would be happy to discuss further with you regarding the fruit flies problem, we could do a walk around and you could show me what are the steps that you have tried in the past and we can go forward from there.

On that note Sandra E spotted 2 moths last Monday in our office and this was reported to Ricci.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, March 11, 2015 6:56 AM  
**To:** Gordon, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** RE: pest control

Hi Jason,

The first step is to report the rodent / moth sightings in a way that it is going to get back to the Orkin reps. We have a rodent log book for QET/Playhouse at stage door. I can put a similar log book at the Orpheum stage door. They can include it in a FOH report. They can email Elizabeth or myself directly.

For the cloth moths, I will have to follow up with Chad at Orkin. Orkin's suggestion was to install monitor traps to help monitor activity. Chad has not been on sight as of yet, but I haven't had any sightings reported in two weeks.

Rodents. This will never be more than a control program. Given the age of the buildings, we are likely to always have a mice population. According to our Orkin reps, from a maintenance point of view, we can spend a million dollars sealing the buildings and drilling holes in the walls to place traps and eradicate nests, and still the buildings would not remain mice free. So far we are averaging 2 to 4 sightings per month in the QET/PH and I have received one reported sighting in the Orpheum in the last 6 months. From a Pest Control point of view, this is well under control.

Now, this doesn't mean we ignore the sightings. The reported sightings seem to be concentrated around the Sales Office atop the Salon. Chad has saturated the area with traps and we have cleaned the area according to Chad's recommendations. There is also no sign of food being left out to attract the mice. Unless we can identify a source of attraction to the area, the next step might be drilling into the drywall to see if we can identify where they are nesting.

Orkin reps Chad and Jason do have standing recommendations on specific exterior doors and entrances where they feel sealing the gaps under the doors would help to improve control efforts. In the past, this has been visited from a budgetary view and, to date, there has been no movement.

And please, continue to encourage staff to log their sightings. This information is a vital piece of our control efforts.

From a cleaning approach, the only concerns I have are any food that is left in the auditorium floors after a show, as we do sometimes encounter candy, chocolate or spilled pop that has been left overnight, and any food being left in the dressing room areas post show.

Fruit flies. To be blunt, this is a user issue. Yesterday morning we mustered in our staff room at the QET and found that there were four glass mugs left on the counter that had been used for coffee and were not rinsed out, let alone cleaned

properly. So, our room had fruit flies. Drains not thoroughly rinsed, unsealed beverage containers that haven't been rinsed or food waste that is left in waste containers without properly sealed lids; soiled reusable beverage containers like coffee cups left throughout the lobbies, the leakage from beverage containers that sit all over the bottle room floors and soak into the cardboard thrown down. These are all user issues that are causing the fruit flies and that continue to be unaddressed.

Again, I'm going to painfully blunt. I am happy to assist with this as I can, but as previously indicated I spent a lot of time and effort on this issue for Diane and it proved to be a waste of my time. There is little more the cleaning staff can do about the fruit flies without the co-operation of the users of the buildings.

I hope this proved helpful.

Best regards,

Jason

---

**From:** Gordon, Jason  
**Sent:** Tuesday, March 10, 2015 5:42 PM  
**To:** Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra; Elliot, Sandra  
**Subject:** pest control

Hi guys, can you please give us an update on how we are tackling the pest control issues ( rodents/fruit flies/moths) within our venues?

I would like to share this ongoing concern with our supervisors, who keeps reporting this on a regular basis.

Kind Regards,

**Jason Gordon**  
Food & Beverage Manager, Vancouver Civic Theatres  
Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

cell: 604.679.4514  
tel: 604.665.3372  
fax: 604.665.3001  
email: [Jason.gordon@vancouver.ca](mailto:Jason.gordon@vancouver.ca)



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, September 23, 2014 6:24 AM  
**To:** Ayotte, Todd  
**Cc:** Bedry, Ricci  
**Subject:** RE: Cleaning Office Area

Hi Todd,

To date we have completed the washrooms, the staff meeting room and the adjoining office Sandra noted for us, and have been working on getting the rest of the floor spaces tidied up as best we can.

I will make sure the key is available at Stage Door, and we will likely start cleaning inside the Library Room on Wednesday, September 24 (staff will be doing the post event clean at the Annex today).

I will make contact with Jason from Orkin this week to ensure the pest control program is extended into the basement.

Thanks!

Jason

---

**From:** Ayotte, Todd  
**Sent:** Monday, September 22, 2014 1:29 PM  
**To:** Bedry, Ricci; Lynden, Jason  
**Subject:** RE: Cleaning Office Area

Thanks I knew you guys were on it. Is the key at stage door to be signed out? If not I can ask Alan Gove to provide it for you.

---

**From:** Bedry, Ricci  
**Sent:** Monday, September 22, 2014 1:12 PM  
**To:** Ayotte, Todd; Lynden, Jason  
**Subject:** RE: Cleaning Office Area

Todd,

Yes the cleaning has been taking place, for a week now . The Library room(storage) I don't think has been cleaned as we don't have a key to get in from what I am told. I also believe we need access as there is a piece of equipment that the engineers need to service.

Thanks  
Ricci

---

**From:** Ayotte, Todd  
**Sent:** Monday, September 22, 2014 11:49 AM  
**To:** Bedry, Ricci; Lynden, Jason  
**Subject:** FW: Cleaning Office Area  
**Importance:** High

You are in the process of this are you not? Or completed?

Let me know the status so I can ease the VSO concerns.

Thanks

Todd

---

**From:** Alan Gove [<mailto:Alan@vancouverSymphony.ca>]  
**Sent:** Monday, September 22, 2014 11:42 AM  
**To:** Rhine, Louanne  
**Cc:** Ayotte, Todd; Linley, Bobbi; Kendall, Peter  
**Subject:** RE: Cleaning Office Area  
**Importance:** High

Hi, Louanne!

Just wondered if anyone has heard anything about this? We are just a few days away from the season beginning again, and it is extremely unhealthy down there right now – I would just like to get it attended to, as it will be better for both parties. And since the dead mouse bodies have been falling from the ceiling, it is clear that the mouse issue is in the theatre as well, not just the old office space.

Thanks!

Alan



**ALAN GOVE**  
*Vice-President, Marketing and Sales*  
**Mailing Address:**  
500 – 833 Seymour Street, Vancouver, BC V6B 0G4  
**Location & Courier Address:**  
500 – 843 Seymour Street, Vancouver, BC V6B 3L4  
tel 604 684 9100 ext 225  
fax 604 684 9264  
[www.vancouverSymphony.ca](http://www.vancouverSymphony.ca)

---

**From:** Rhine, Louanne [<mailto:louanne.rhine@vancouver.ca>]  
**Sent:** Monday, September 08, 2014 4:16 PM  
**To:** Alan Gove  
**Cc:** Ayotte, Todd; Linley, Bobbi; Kendall, Peter  
**Subject:** RE: Cleaning Office Area

Hi Alan,

I have forwarded your email to Sandra Gajic.

Kind regards,

Louanne

---

**From:** Alan Gove [<mailto:Alan@vancouversymphony.ca>]  
**Sent:** Monday, September 08, 2014 3:29 PM  
**To:** Ayotte, Todd; Linley, Bobbi; Rhine, Louanne; Kendall, Peter  
**Subject:** Cleaning Office Area

Hello, all!

Not quite sure who to send this to you, so I am hitting you all with this! ☺

Given that the season is fast approaching, we would like to clean the old office space, and specifically the washrooms and old library room where we keep all of our concert operations materials. It is quite grim down there, and smelly, and everything that one might expect – but there has been a recent discovery of multiple (literally more than one – not sure how many) rodent corpses in that room. So, clearly this is a critter issue as well.

I know that general cleaning of the spaces we use is our responsibility, but I am wondering if we can join forces here so that we can adequately address all of critter-disposal, extermination, and cleaning together under one banner, using the companies that you use for the Orpheum. We obviously are willing to pay for a fair share of it, but perhaps we can talk about a quote for cleaning versus critter-killing (typically, critters in the basement mean critters in the theatre) and just kind of go from there; we want to have a ballpark idea in advance as to what a good cleaning of certain areas of that office space would cost.

So, over to you: Thoughts on this, and how we can proceed? Would like to arrive at a decision pretty quick so that we can confidently get back in there to prepare and organize materials and storage without getting sick from critter-ick and general disgustingness....

Thanks, all!

Alan



**VANCOUVER  
SYMPHONY  
ORCHESTRA**  
DRAMWELL TOWEY  
MUSIC DIRECTOR

**ALAN GOVE**  
*Vice-President, Marketing and Sales*  
**Mailing Address:**  
500 – 833 Seymour Street, Vancouver, BC V6B 0G4  
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tel 604 684 9100 ext 225  
fax 604 684 9264  
[www.vancouversymphony.ca](http://www.vancouversymphony.ca)

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, September 23, 2014 10:09 AM  
**To:** Ayotte, Todd; Bedry, Ricci  
**Subject:** Orkin - VSO Office

Hello,

I am meeting with Jason from Orkin at 9am this Thursday. I am asking him to do an initial inspection on what he suggests we do from an operational point of view to help with the pest control, and then he will be extending his rodent program into the area.

Do I need any type of cost report from him if there is an increase?

Thanks,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, February 23, 2016 5:56 AM  
**To:** Bedry, Ricci  
**Cc:** Leung, Dennis (dennis.leung@vancouver.ca)  
**Subject:** Pest Control

Hi Ric,

I rec'd a series of phone calls from Terminix Pest Control yesterday. Scoot is on vacation this week. I have opted to have a different tech come in on the regular scheduled day as to not disrupt service.

I spoke to Max about the building exterior quotes for door sweeps and sealing the pillars, again. He seemed at a loss as to why we had not rec'd anything yet. He assured me he would have someone attend to both sites to deliver a quote on what the cost would be to seal up all VCT sites.

Given that this is now my fourth effort to secure these quotes, please advise on what my next course of action should be if a don't hear anything from Terminix on this by the end of February?

Thanks,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, February 03, 2016 10:38 AM  
**To:** Bedry, Ricci  
**Subject:** Action Items - Ops Meeting

Hi Ric,

Here is the status on the action itmes from Tuesday's Ops meeting:

- Faucet counts have been submitted to Ric Bedry for consideration.
- Work Requests for Environmental testing have been submitted to Work Control Centre.
- Stall 11 has been cleared of all debris with the exception of the ramps for production load ins and associated plywood; light recycle cardboard moved to zombie apocalypse cage on P2.
- Zero waste stations from lobby have been identified by Sandra as suitable replacements for waste receptacles in Parking levels at QET. Ric and Jason will identify appropriate placement and security options.
- Paul Gagnon has been contacted about getting the contact info for whomever provided the Theatres with the small black lobby bins so we can replace existing zero waste stations in QET lobby with sets of black bins. Awaiting reply.
- Zero waste stations in QET Mezzanine and Upper Balcony have been moved to zombie apocalypse cage on P2.
- Max at Terminix Pest Control was contacted regarding door sweeps and pillar sealing quotes. Stated that Scott would have those by the end of the day of Feb 3. Awaiting reply.
- Work Request was submitted to remove cheese cloth from bottom of couches in QET green room to prevent mice from nesting in the couches.

Thanks,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, January 30, 2016 5:56 AM  
**To:** Bedry, Ricci  
**Subject:** FW: Care Pest Inspection Report  
**Attachments:** Inspection Report.pdf

Hi Ric,

Pest tech recommends removal of cheese cloth from bottom of couches in QET Green Room to keep mice from nesting in couches. He has placed an extra trap in the room.

Thanks,

Jason

**From:** [clientcare@carepest.com](mailto:clientcare@carepest.com) [<mailto:clientcare@carepest.com>]  
**Sent:** Friday, January 29, 2016 2:32 PM  
**To:** Lynden, Jason  
**Subject:** Care Pest Inspection Report

Please see attached Inspection Report from a recent service/visit to your property.

If you require our assistance, please include your client number and forward to the following emails for prompt attention:

Scheduling / Service / Sales - [max@carepest.com](mailto:max@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)  
Invoicing / Reporting - [kerri@carepest.com](mailto:kerri@carepest.com) / [karlissa@carepest.com](mailto:karlissa@carepest.com)

General inquiries can be emailed to [info@carepest.com](mailto:info@carepest.com) or please call 604.432.9422 / 1.800.997.9422 (toll free).

Best Regards,

Care Pest & Wildlife Control  
A Terminix Canada Company

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, November 03, 2015 8:29 AM  
**To:** Bedry, Ricci  
**Subject:** Accepted: pest control



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, June 12, 2015 11:04 AM  
**To:** Bedry, Ricci  
**Subject:** RE: pest control

Roger copy ten-four

---

**From:** Bedry, Ricci  
**Sent:** Thursday, June 11, 2015 3:22 PM  
**To:** Lynden, Jason  
**Subject:** pest control

Jason,

You may receive a call from Rob Johnson, who is a buyer for us at the city. The pest control contract is up and going out for RFP. He may have some questions for you in regards to Orkin. I had told him about our door sweeps and that Chad wanted us to contact him directly as he said his boss would give to someone else and that he worked on a commission type basis, but I wasn't sure so that is why I asked Rob to talk to you.

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, May 29, 2015 7:19 AM  
**To:** Bedry, Ricci  
**Subject:** FW: Pest control

---

**From:** Lynden, Jason  
**Sent:** Friday, May 29, 2015 6:58 AM  
**To:** [fpetra@orkincanada.com](mailto:fpetra@orkincanada.com)  
**Subject:** FW: Pest control

Good Morning Franco,

As noted in the email below, we are concerned that we may have spotted a bedbug at the Orpheum Theatre and would like to have the facility inspected to be certain. Previous experience suggests that a dog was used in their detection? Could we please have your assistance in this regard as soon as possible?

Thanks very much,

Jason Lynden  
604-830-1785

---

**From:** Bedry, Ricci  
**Sent:** Thursday, May 28, 2015 3:41 PM  
**To:** Lynden, Jason  
**Subject:** Pest control

Good morning Jason,

Can you please get a hold of Pest control company in the morning, and find out if they have someone that deals with bedbugs. Bobbi has just brought this to my attention, as she was there with a client whom put his book down and when he picked it up there was a bug on it and when he swooshed it off, it left a blood streak. Bobbi says that in the past they have had bedbug issues at the Orpheum before. A dog was brought in to check. Can the pest control company organize this or at least give us a contact so we can get it done again?

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, December 17, 2015 6:58 AM  
**To:** Bedry, Ricci; Gordon, Jason; Griffin, Aliya  
**Cc:** Gajic, Sandra; Leung, Dennis  
**Subject:** RE: Mouse poison in the coat check

I haven't been able to locate the soiled booster seats. It would be helpful if they were set aside and labelled for us.

Many of the booster seats are stored on the floor. Mouse traps are always placed on ground level, so I will be instructing the tech not to place traps in any of the coat checks unless the seats are stored off the ground.

As Ric mentioned, the last Orkin tech didn't have any traps in the PH coat check area. The trap could have been placed by a previous tech and missed by the new tech, or someone took it upon themselves to move the trap. *It is important that no one other than the tech move the traps, as the traps are being placed with method and purpose.*

Thanks very much,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, December 16, 2015 3:52 PM  
**To:** Gordon, Jason; Griffin, Aliya; Lynden, Jason  
**Cc:** Gajic, Sandra; Leung, Dennis  
**Subject:** RE: Mouse poison in the coat check

We haven't put any traps in the QET/PH yet they aren't coming until tomorrow. This must have been an old trap, and someone must have moved it to the coat check as the previous company never placed any there as they removed all the ones they put out. We will talk to the new company to make them aware of this situation, but most of the traps do have poison in them. It is a general policy to not put them in areas where children are so they don't go into them. Let me know if you have any other concerns

Thanks  
Ricci

---

**From:** Gordon, Jason  
**Sent:** Wednesday, December 16, 2015 3:45 PM  
**To:** Griffin, Aliya; Lynden, Jason; Bedry, Ricci  
**Cc:** Gajic, Sandra  
**Subject:** RE: Mouse poison in the coat check

Thank you for addressing this Aliya, I agree that this is a serious safety concern.

Ric – can you please on the corrective measures that are being taken here to rectify this situation?

Jason

---

**From:** Griffin, Aliya  
**Sent:** Wednesday, December 16, 2015 1:01 PM  
**To:** Gordon, Jason; Lynden, Jason; Bedry, Ricci  
**Subject:** Mouse poison in the coat check

Hi all,

I know that we have been told to put all issues on the FOH Report, but I thought this particular issue warranted a private email.

After handing out a booster seat at the Playhouse today, I noticed a strange material on the shelf that I had just taken the booster seat from. Upon closer inspection of the material (little white, blue, and black bits the size of rice grains), I realized it was coming from little black boxes that were labeled as Rodenticide and had a pest control number on them. What appears to be mouse poison was scattered on the booster seats in the shelves in the Playhouse Coat Check! At least 3 of these seats went out to small children today at the Arts Umbrella show. I tried to get the seats back but the show was starting and I could not find the patrons. The BSWs cleaned the substance and disposed of that particular box, but I don't know how many more there are throughout the theatres.

Needless to say, it would be great if staff could be made aware of where poison is in the various houses, and perhaps it could not be put in places where it can get onto things that staff and patrons touch. I also think that the booster seats in the Playhouse should be cleaned.

Thank you,

Aliya

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 8:49 AM  
**To:** Cecic, Tanja  
**Subject:** Re: Sandra's office painting

Thanks for heads up!

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Cecic, Tanja  
**Sent:** Friday, November 27, 2015 8:47 AM  
**To:** Lynden, Jason  
**Subject:** RE: Sandra's office painting

Hi Jason,

Sandra's green wall in her office is being painted this morning. I just wanted to let you know if you were planning to walk through her office.

Cheers,  
Tanja

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 8:41 AM  
**To:** VCT All Staff - DL  
**Subject:** Ric Bedry and Jason Lynden

Hello All,

Ric is off on EDO today.

I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, January 07, 2016 12:45 PM  
**To:** 'Dino Stefanopoulos'  
**Subject:** RE: COV - Queen Elizabeth Theatre 650 Hamilton Street, Vancouver - Bird Exclusion - CARE PEST CONTROL

Hi Dino,

Happy New Year.

Thanks for the quote! I have passed this on to Ric for his consideration.

Thanks again.

Jason

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Tuesday, January 05, 2016 2:34 PM  
**To:** Lynden, Jason  
**Subject:** COV - Queen Elizabeth Theatre 650 Hamilton Street, Vancouver - Bird Exclusion - CARE PEST CONTROL

Hi Jason,

Hope you had some time off to relax over the holidays,

Please find attached the quotation for resolving the bird issue at the Queen Elizabeth Theatre as per your request. If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, December 12, 2015 10:00 AM  
**To:** 'Dino Stefanopoulos'  
**Subject:** RE: Canceled: Bird spike quote

Thanks Dino...sorry for the confusion. See you then.

J

-----Original Message-----

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Saturday, December 12, 2015 9:55 AM  
**To:** Lynden, Jason  
**Subject:** Re: Canceled: Bird spike quote

Hmm, weird ok. I thought it was rather strange myself. I just wanted to double check with you. I will see you on the 18th at 10am.

Regards,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

Sent from my iPhone

> On Dec 12, 2015, at 9:49 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

>

> That's weird...It's still good on my end..

>

> -----Original Message-----

> **From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
> **Sent:** Saturday, December 12, 2015 9:47 AM  
> **To:** Lynden, Jason  
> **Subject:** Re: Canceled: Bird spike quote

>

> Hi Jason,

>

> I got a notification that our Dec 18th meeting was cancelled. Did the time frame not work for you anymore.?

>

> Regards,

>

> Dino Stefanopoulos  
> Bird & Wildlife Account Manager  
> Care Pest & Wildlife Control

> A Terminix Canada Company

> 604 432 9422

>

> Sent from my iPhone

>

>> On Dec 11, 2015, at 8:13 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

>>

>>

>>

>> <meeting.ics>



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, December 10, 2015 11:36 AM  
**To:** 'Dino Stefanopoulos'  
**Subject:** RE: COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Dino,

Dec 17, 18 or 19 are all pretty clear for me right now. And earlier in the day works better. Does the morning of Dec 18<sup>th</sup> work OK on your end?

J

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Thursday, December 10, 2015 9:17 AM  
**To:** Lynden, Jason  
**Subject:** Re: COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Jason,

Yes, that would be no problem at all to come by the Queen Elizabeth Theatre. Just give me a day and time that works for you, and I will coordinate the assessment.

Regards,

Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

Sent from my iPhone

On Dec 8, 2015, at 10:01 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Thanks Dino,

I have passed this n to Ric.

I was wondering if we could get you to come by the QET one day and quote the cost of installing some bird spiking. It's not a rush, so maybe when the weather improves.

Thanks again,

Jason

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Tuesday, December 08, 2015 7:51 AM

**To:** Lynden, Jason

**Subject:** COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Jason,

Please find attached the quotation for resolving the pigeon issue at the Orpheum Theatre as per our discussion.

If you have any questions or concerns, feel free to call or email me anytime.

Regards,

Dino Stefanopoulos

Bird & Wildlife Account Manager

Care Pest & Wildlife Control

A Terminix Canada Company

604 432 9422

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 2:28 PM  
**To:** Elliot, Sandra  
**Subject:** Re: Cleaners among the patrons

Yes, I think those are them.

---

**From:** Elliot, Sandra  
**Sent:** Friday, April 24, 2015 2:26 PM  
**To:** Lynden, Jason  
**Subject:** RE: Cleaners among the patrons

Not sure what Rachael has handed out, but if it's the old disposable kind then no wonder you have a problem!

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 1:07 PM  
**To:** Elliot, Sandra  
**Subject:** RE: Cleaners among the patrons

I'm told they are using what Rachel has been issuing to them? It seemed to be just a simple ear plug, similar to what you would use for ipods or cell phones?

---

**From:** Elliot, Sandra  
**Sent:** Friday, April 24, 2015 1:05 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

What are they currently using? Perhaps we should issue them the same ones as the AS staff have. They are more expensive but will not fall out as easily. Let me know what you think and I can show you what it looks like.  
SE

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 8:53 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** Re: Cleaners among the patrons

Pursuant to this issue, the current ear phones for the radios are not suited for the BSW staff. Due to the kinetic nature of the work, the ear pieces constantly fall out, and we cannot have the staff continually replacing them when their gloves are soiled with who knows what.

Thanks,

Jason

---

**From:** Lynden, Jason

---

**Sent:** Friday, April 24, 2015 5:58 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

Hello David,

It certain cases it might be necessary. Show coverage cleaners are instructed to clean all and any food waste from inside the house, as well as remove garbage from the dressing rooms, as part of our collective pest control efforts. They only have a limited amount of time to accomplish this before they leave for the night, so on some nights they may need to start in the house before it is completely empty of patrons.

I can instruct them to turn off their radios while they are cleaning the house post show to limit disruption?

Thanks very much. Everyone have themselves a great day.

Jason

---

**From:** Goodfellow, David  
**Sent:** Thursday, April 23, 2015 9:22 PM  
**To:** Lynden, Jason  
**Cc:** Elliot, Sandra; Muir, Miles  
**Subject:** Cleaners among the patrons

Is in necessary for the cleaners to be cleaning in the house post show while the there are still 100 audience members there, subjecting them to all of the opera FOH radio conversation at high volume? Could they not wait until the house is clear? This is happening after almost every show at the Playhouse. – Dave

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, December 08, 2015 8:12 AM  
**To:** Bedry, Ricci  
**Subject:** FW: COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL  
**Attachments:** COV - Orpheum Theatre.pdf

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Tuesday, December 08, 2015 7:51 AM  
**To:** Lynden, Jason  
**Subject:** COV - Orpheum Theatre 865 Seymour Street, Vancouver - Pigeon Exclusion - CARE PEST CONTROL

Hi Jason,

Please find attached the quotation for resolving the pigeon issue at the Orpheum Theatre as per our discussion.

If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 06, 2016 9:13 AM  
**To:** Bedry, Ricci  
**Subject:** FW: COV - Queen Elizabeth Theatre 650 Hamilton Street, Vancouver - Bird Exclusion - CARE PEST CONTROL  
**Attachments:** COV - Queen Elizabeth Theatre.pdf

Bird spike quote

---

**From:** Dino Stefanopoulos [<mailto:dino@carepest.com>]  
**Sent:** Tuesday, January 05, 2016 2:34 PM  
**To:** Lynden, Jason  
**Subject:** COV - Queen Elizabeth Theatre 650 Hamilton Street, Vancouver - Bird Exclusion - CARE PEST CONTROL

Hi Jason,

Hope you had some time off to relax over the holidays,

Please find attached the quotation for resolving the bird issue at the Queen Elizabeth Theatre as per your request. If you have any questions or concerns, feel free to call or email me anytime.

Regards,  
Dino Stefanopoulos  
Bird & Wildlife Account Manager  
Care Pest & Wildlife Control  
A Terminix Canada Company  
604 432 9422

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, May 29, 2015 6:58 AM  
**To:** fpetra@orkinCanada.com  
**Subject:** FW: Pest control

Good Morning Franco,

As noted in the email below, we are concerned that we may have spotted a bedbug at the Orpheum Theatre and would like to have the facility inspected to be certain. Previous experience suggests that a dog was used in their detection? Could we please have your assistance in this regard as soon as possible?

Thanks very much,

Jason Lynden  
604-830-1785

---

**From:** Bedry, Ricci  
**Sent:** Thursday, May 28, 2015 3:41 PM  
**To:** Lynden, Jason  
**Subject:** Pest control

Good morning Jason,

Can you please get a hold of Pest control company in the morning, and find out if they have someone that deals with bedbugs. Bobbi has just brought this to my attention, as she was there with a client whom put his book down and when he picked it up there was a bug on it and when he swooshed it off, it left a blood streak. Bobbi says that in the past they have had bedbug issues at the Orpheum before. A dog was brought in to check. Can the pest control company organize this or at least give us a contact so we can get it done again?

Thanks

Ricci Bedry  
Operations Supervisor  
Civic Theatres  
604-665-3538  
Cell 604-968-1337

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 05, 2016 1:08 PM  
**To:** Gajic, Sandra  
**Subject:** RE: State of QET

That is frustrating to hear. Just them and the Pest Control company alone are enough to turn my hair white...

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 12:57 PM  
**To:** Lynden, Jason  
**Subject:** Re: State of QET

Good to hear... thanks for keeping me informed

And it looks like the culprits for the mess at the playhouse - dishes and food, fridge.... was contractors....must be Sisco guys just like they did at the Orpheum.  
Not entirely sure...

S  
Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 5, 2016 11:06  
**To:** Gajic, Sandra  
**Subject:** RE: State of QET

Yes indeed. It looks like Jun and Victor are just setting the last of the clamps over the glass counters so that they set in place properly.

And the Film Crew did do a very nice job of cleaning the building exterior after they were done.

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 10:43 AM  
**To:** Lynden, Jason  
**Cc:** Gordon, Jason  
**Subject:** Re: State of QET

Thanks..... heard also about the PH BOH mess left by caterers or artists themselves last night....

Thanks so much! What a weekend!

Sandra



Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 5, 2016 10:19  
**To:** Gajic, Sandra  
**Subject:** RE: State of QET

The toilet is fixed, the lobby setups are in place, the main lobby has been reset and we are cleaning the assaulted areas right now.

June and Victor are working on getting the Salon back together (they look to be just about done), and as soon as they are, I am ready and waiting to complete the setup. Alan is aware of the setup changes required in show and will see to them personally.

Jason

---

**From:** Gajic, Sandra  
**Sent:** Saturday, March 05, 2016 9:35 AM  
**To:** Lynden, Jason  
**Subject:** State of QET

Would you mind letting me know how are things going after this film crew left..... it was a bad night last night...i was there till late and am worried how things will be for the opera's opening night tonight. Will drop by in the afternoon.... Thanks.....

S

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Sunday, December 06, 2015 1:42 PM  
**To:** Laxton, Rod; Bedry, Ricci  
**Cc:** Muir, Miles  
**Subject:** Re: Playhouse rodents

Hi Rod,

I will bring this to the tech at his next visit.

When we have a sighting, the more detail we can provide the tech. The better. Did we see where it entered and exited the auditorium, where it was in the house (seat numbers of general location, etc).

Thanks, Jason

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Laxton, Rod  
**Sent:** Sunday, December 6, 2015 1:01 PM  
**To:** Bedry, Ricci  
**Cc:** Muir, Miles; Lynden, Jason  
**Subject:** Playhouse rodents

FYI

Mice have been a regular sighting in the Playhouse for years but today was the first time we've seen a full size rat run through the auditorium.

### Rod Laxton

Head Carpenter, Vancouver Playhouse  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.3041 | F: 604.665.3001

## VANCOUVER CIVIC THEATRES

QUEEN ELIZABETH THEATRE | VANCOUVER PLAYHOUSE | ORPHEUM | ANNEX



On Nov 27, 2015, at 8:40 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Hello All,

Ric is off on EDO today.

I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:42 AM  
**To:** Gajic, Sandra  
**Cc:** Bedry, Ricci; McManus, Paul  
**Subject:** RE: Ric Bedry and Jason Lynden

You're welcome.

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 11:41 AM  
**To:** Lynden, Jason; Gajic, Sandra  
**Cc:** Bedry, Ricci; McManus, Paul  
**Subject:** Re: Ric Bedry and Jason Lynden

Thanks Jason.  
Sandra

Sandra Gajic  
Director  
Vancouver Civic Theatres  
C 604.369.5059

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 11:40  
**To:** Gajic, Sandra  
**Cc:** Bedry, Ricci; McManus, Paul  
**Subject:** RE: Ric Bedry and Jason Lynden

Hi All,

CARE was in to inspect the offending chimney at the Orpheum. There is definitely evidence of pigeon activity. He is going to provide a quote to seal the entire chimney face with wire, but it will require the use of a boom lift for access to two of the faces, and that will require a permit from the City, which can take some time. And I imagine it will up the cost significantly.

As soon as we approve the work, he will place the request for the permit.

Thanks,

Jason

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 9:56 AM  
**To:** Lynden, Jason  
**Subject:** Re: Ric Bedry and Jason Lynden

thank you Jason for your help with these pests! :)

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 10:12 AM  
**To:** Gajic, Sandra  
**Subject:** Re: Ric Bedry and Jason Lynden

You're welcome.

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Gajic, Sandra  
**Sent:** Friday, November 27, 2015 9:56 AM  
**To:** Lynden, Jason  
**Subject:** Re: Ric Bedry and Jason Lynden

thank you Jason for your help with these pests! :)

On Nov 27, 2015, at 8:40 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Hello All,

Ric is off on EDO today.

I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 4:34 PM  
**To:** Goodfellow, David  
**Subject:** Re: Cleaners among the patrons

Right thanks for the input friend. I'll file it appropriately.

---

**From:** Goodfellow, David  
**Sent:** Friday, April 24, 2015 4:32 PM  
**To:** Lynden, Jason  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

So, if they have to leave at 11 pm and the show doesn't finish until 11, they might come and clean while the show is still going on? Really? I only bring this up because for certain lessees this will become an issue. Leila Getz has already noticed the cleaners in among her patrons. I am trying to give you a heads up. I'm not interested in why the problem cannot be solved. Thanks – Dave

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 8:53 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** Re: Cleaners among the patrons

Pursuant to this issue, the current ear phones for the radios are not suited for the BSW staff. Due to the kinetic nature of the work, the ear pieces constantly fall out, and we cannot have the staff continually replacing them when their gloves are soiled with who knows what.

Thanks,

Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 5:58 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

Hello David,

It certain cases it might be necessary. Show coverage cleaners are instructed to clean all and any food waste from inside the house, as well as remove garbage from the dressing rooms, as part of our collective pest control efforts. They only have a limited amount of time to accomplish this before they leave for the night, so on some nights they may need to start in the house before it is completely empty of patrons.

I can instruct them to turn off their radios while they are cleaning the house post show to limit disruption?

Thanks very much. Everyone have themselves a great day.

Jason

---

**From:** Goodfellow, David

**Sent:** Thursday, April 23, 2015 9:22 PM

**To:** Lynden, Jason

**Cc:** Elliot, Sandra; Muir, Miles

**Subject:** Cleaners among the patrons

Is in necessary for the cleaners to be cleaning in the house post show while the there are still 100 audience mèmbers there, subjecting them to all of the opera FOH radio conversation at high volume? Could they not wait until the house is clear? This is happening after almost every show at the Playhouse. – Dave

**Lynden, Jason**

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**From:** Lynden, Jason  
**Sent:** Thursday, March 19, 2015 12:05 PM  
**To:** Gordon, Jason  
**Subject:** Accepted: Debrief - Pest Control



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 7:32 AM  
**To:** Gordon, Jason  
**Subject:** Declined: Pest control

See latest email on issue.

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 12:08 PM  
**To:** Gordon, Jason; Charbonneau, Jason; Edwards, Patrick; Davidson, Victoria  
**Cc:** Bedry, Ricci; Elliot, Sandra  
**Subject:** RE: Chemical Sanitizer Dispenser

I will also schedule a calibration update for each of the dispensers and conduct inspections on the units to ensure they hooked up properly.

Thanks,

Jason

---

**From:** Gordon, Jason  
**Sent:** Wednesday, January 21, 2015 12:04 PM  
**To:** Lynden, Jason; Charbonneau, Jason; Edwards, Patrick; Davidson, Victoria  
**Cc:** Bedry, Ricci; Elliot, Sandra  
**Subject:** RE: Chemical Sanitizer Dispenser

Just to confirm the outcome of this, we do have chemical dispensers at the QET and The Orpheum. Jason Lynden, will order 48 QUAT Spray bottles for the 2 complex dedicated to bars and food stations.

Also to avoid any confusion among the staff, the QUAT sanitizer available in the janitor's room are food safe and should not be an issue during the health inspector visit.

Regards

Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, January 21, 2015 9:46 AM  
**To:** Gordon, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: Chemical Sanitizer Dispenser

Hi Jason,

I'm not sure what you are thinking of in terms of a dispenser? Where would you be looking to have them installed? They would need to be tied in to a sink. Were you looking to have them tied into the bar sinks?

We have chemical dispensers in the janitor rooms with Quat Plus and Azure glass cleaner in them, which are the Dustbane products that the City is contractually tied to through Grand & Toy. The City also has environmental and OH&S standards that all chemicals on site must meet, so when it comes to the chemicals, we pretty much have to stick to getting them through the City's procurement staff.

We do clean certain F&B areas as part of our base and event cleaning already, but I can certainly make some spray bottles available to your staff. We have always had a certain amount of concern to just opening up our janitor rooms to all staff due to the varying levels of diligence when it comes to equipment being returned etc, but as far as I know at the

VCT, all jani closets with chemical dispensers are on the various generations of master keys, which means that the majority staff do have access to them.

I would be happy to provide a quick info session for your staff on the dispensers and the chemicals if you thought that might help, and I'd be happy to can discuss any ways that we can help improve the level of cleanliness in any of the F&B areas.

In addition, I'll just provide a bit of background to some of the pest control issues I've been involved with since coming on site...

We had a cockroach problem in both sites that, to the best of my knowledge, has been dealt with sufficiently. I've had no word of a sighting in at least 8 or 9 months.

We have an ongoing mice issue, which is not out of the ordinary for older buildings in dense population centers. I work with the two Orkin techs, Jason at the Orpheum and Chad at the QET/Playhouse, who attend the sites on a monthly basis. We are down to one or three sightings per building per month, and we log this info so that the techs can address them upon their next visit. In fact, Chad is due at the QET this Saturday and will be here between 8am and 10am if you were interested in meeting with him.

There are a series of ongoing site recommendations common to both sites that involve food storage, sealing exterior access points and sealing and cleaning interior runs.

Fruit flies. Always an issue, and I made a series of recommendations to the previous AS manager that included putting lids on the garbage cans at food service stations, leaving out small bowls of vinegar at the stations and getting storage totes in the bottle rooms that keep the floors from getting covered in beer and pop drippings. The bartenders refused to have lids put on the garbage cans, the small trays of vinegar have mostly disappeared and they refused any changes to the empty pop and beer can storage options in the bottles rooms. We did put fruit fly traps in both rooms. Perhaps putting them at the bar and coffee stations would be a better option than the vinegar?

I'd be happy to revisit the tote option in the bottle rooms. It wouldn't change the weight or capacity of the existing bags; as long as the beer and wine bottles continue to be stored separately on the shelves, the bags could quite easily be lifted out of the totes.

I hope this helps. Just let me know how I can be of help in the future.

Thanks,

Jason

---

**From:** Bedry, Ricci  
**Sent:** Wednesday, January 21, 2015 9:08 AM  
**To:** Lynden, Jason  
**Subject:** FW: Chemical Sanitizer Dispenser

---

**From:** Gordon, Jason  
**Sent:** Tuesday, January 20, 2015 7:47 PM  
**To:** Charbonneau, Jason; Edwards, Patrick  
**Cc:** Bedry, Ricci  
**Subject:** Chemical Sanitizer Dispenser

Can you look into some sort of QUAT Sanitizer dispenser for me?  
Can you also check if they have a glass washer cleaning chemicals?

The plan is to roll out a cleaning plan for all the venues across all F&B areas.

I have dealt with Johnson Diversey in the past, so they might be a good bet!

Kind Regards,

**Jason Gordon**

Food & Beverage Manager, Vancouver Civic Theatres

Queen Elizabeth Theatre | Vancouver Playhouse | Orpheum | Annex

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, February 27, 2015 9:40 AM  
**To:** Griffiths, Elizabeth  
**Subject:** Re: Mouse

Damn those muridae!

I will ask Chad to lay traps there when he comes for the moths.

---

**From:** Griffiths, Elizabeth  
**Sent:** Friday, February 27, 2015 9:37 AM  
**To:** Bedry, Ricci  
**Cc:** Lynden, Jason  
**Subject:** FW: Mouse

More muridae marching....

Elizabeth

---

**From:** Cummings, Allan  
**Sent:** Thursday, February 26, 2015 6:59 PM  
**To:** Griffiths, Elizabeth  
**Cc:** VCT Stage Door Attendants - DL  
**Subject:** Mouse

Mouse spotted in Playhouse stage door office.

Perhaps the pest control people could put a few sticky traps in this area.

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, February 28, 2015 4:10 PM  
**To:** Jones, Pat  
**Subject:** Re: Dressing rooms

You too Pat.

---

**From:** Jones, Pat  
**Sent:** Saturday, February 28, 2015 3:33 PM  
**To:** Lynden, Jason  
**Subject:** RE: Dressing rooms

Thank you, Jason. Have a good weekend.

---

**From:** Lynden, Jason  
**Sent:** Saturday, February 28, 2015 3:22 PM  
**To:** Jones, Pat  
**Subject:** Re: Dressing rooms

I can't authorize OT, so if the staff are scheduled until 12, then they have to leave at 12.

---

**From:** Jones, Pat  
**Sent:** Saturday, February 28, 2015 2:27 PM  
**To:** Lynden, Jason  
**Subject:** RE: Dressing rooms

Jason, what if it is after midnight, when they typically leave?

---

**From:** Lynden, Jason  
**Sent:** Saturday, February 28, 2015 2:08 PM  
**To:** VCT All Staff - DL  
**Subject:** Dressing rooms

Just an FYI,

The show coverage cleaners will now be removing food waste from the dressing rooms post show, as soon as it is feasible for them to enter the rooms. This is an element of our pest control efforts.

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 5:01 PM  
**To:** Matheson, Robert  
**Subject:** Fw: Cleaners among the patrons

s.22(1)

---

**From:** Goodfellow, David  
**Sent:** Friday, April 24, 2015 4:32 PM  
**To:** Lynden, Jason  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

So, if they have to leave at 11 pm and the show doesn't finish until 11, they might come and clean while the show is still going on? Really? I only bring this up because for certain lessees this will become an issue. Leila Getz has already noticed the cleaners in among her patrons. I am trying to give you a heads up. I'm not interested in why the problem cannot be solved. Thanks – Dave

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 8:53 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** Re: Cleaners among the patrons

Pursuant to this issue, the current ear phones for the radios are not suited for the BSW staff. Due to the kinetic nature of the work, the ear pieces constantly fall out, and we cannot have the staff continually replacing them when their gloves are soiled with who knows what.

Thanks,

Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, April 24, 2015 5:58 AM  
**To:** Goodfellow, David  
**Cc:** Elliot, Sandra; Muir, Miles; Bedry, Ricci  
**Subject:** RE: Cleaners among the patrons

Hello David,

It certain cases it might be necessary. Show coverage cleaners are instructed to clean all and any food waste from inside the house, as well as remove garbage from the dressing rooms, as part of our collective pest control efforts. They only have a limited amount of time to accomplish this before they leave for the night, so on some nights they may need to start in the house before it is completely empty of patrons.

I can instruct them to turn off their radios while they are cleaning the house post show to limit disruption?

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Jason

---

**From:** Goodfellow, David  
**Sent:** Thursday, April 23, 2015 9:22 PM  
**To:** Lynden, Jason  
**Cc:** Elliot, Sandra; Muir, Miles  
**Subject:** Cleaners among the patrons

Is in necessary for the cleaners to be cleaning in the house post show while the there are still 100 audience members there, subjecting them to all of the opera FOH radio conversation at high volume? Could they not wait until the house is clear? This is happening after almost every show at the Playhouse. – Dave



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Thursday, February 04, 2016 5:56 AM  
**To:** Mills, Steven  
**Subject:** RE: Pest Control

Hi Steve,

Thanks Steve. I'll also mention it to Scott during his next service.

Thanks,

Jason

---

**From:** Mills, Steven  
**Sent:** Wednesday, February 03, 2016 2:34 PM  
**To:** Lynden, Jason  
**Subject:** Pest Control

Hi Jason,

I spotted a mouse in Chorus Room 2 just outside the door to the bathroom. It ran along the south wall and took cover under the couch. I pulled the couch out but lost sight of the rodent. This has been logged.

Thanks,  
**Steven R. Mills**

Stage Door Attendant, Security  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.2193 | C: 604.763-6013 | F: 604.665.3001



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, January 29, 2016 5:56 AM  
**To:** Mills, Steven  
**Subject:** RE: Pest Control

Hi Steve,

Yeah, their form is not the clearest. The way I see it, I just write the day of the sighting, because my logging it in is the day I am reporting it to Terminix, and usually there is no more than a day's difference between when I learn of a sighting and when I log it in.

Now, on the odd occasions that we make a unscheduled call to Terminix that involves a sighting, we could at that point record in the log the date that we placed the call out.

If that makes any sense...☺

Thanks Steve.

Jason

---

**From:** Mills, Steven  
**Sent:** Thursday, January 28, 2016 3:31 PM  
**To:** Lynden, Jason  
**Subject:** Pest Control

Hi Jason,

While accepting a delivery in the Hamilton entrance I witnessed a mouse run from the West Capp station and under the stairs. I have noted it in the sighting tab of the pest control binder but I noticed the date column is for date reported to Terminix. Is there an updated procedure for tracking sightings?

Thanks,  
**Steven R. Mills**

Stage Door Attendant, Security  
649 Cambie Street, Vancouver BC V6B 2P1  
P: 604.665.2193 | C: 604.763-6013 | F: 604.665.3001



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Friday, November 27, 2015 8:41 AM  
**To:** VCT All Staff - DL  
**Subject:** Ric Bedry and Jason Lynden

Hello All,

Ric is off on EDO today.

I will be with the new pest control tech this morning in all 4 facilities between 9am and 12pm. I will do my best to keep up with your calls and emails, but if I don't answer my phone, please leave a message and I'll return it as soon as possible. If you require immediate assistance and can't reach me, please call Wayne Wong.

Thanks.

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, March 14, 2015 9:23 AM  
**To:** VCT All Staff - DL  
**Subject:** Rodent Logs

This morning I left the Mouse Sighting Log book at Stage Door at the Orpheum. There is now one at the Orpheum for Orph/Annex and at QET stage door for QET/PH. They are for when you see a mouse. There is a space for your name, the date of the sighting, the theatre/location of the sighting, and a column to be marked for when the Orkin tech has addressed the issue.

I won't be dealing with the reps personally every time they visit the site, so it would be a great help to our pest control efforts if Stage Door could share this log with the reps whenever they sign out keys to them.

Thank-you.

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Saturday, February 28, 2015 2:08 PM  
**To:** VCT All Staff - DL  
**Subject:** Dressing rooms

Just an FYI,

The show coverage cleaners will now be removing food waste from the dressing rooms post show, as soon as it is feasible for them to enter the rooms. This is an element of our pest control efforts.

Thanks very much,

Jason Lynden  
*City of Vancouver*  
*Vancouver Civic Theatres*  
*Building Services Supervisor 1*  
Office: 604-665-3023  
Cellular: 604-830-1785  
Fax: 604-665-3058

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Tuesday, March 01, 2016 7:11 AM  
**To:** Winstanley, Dave  
**Subject:** RE: Mice

Thanks Dave,

I will note it in the Pest Control log book.

Thanks,

Jason

---

**From:** Winstanley, Dave  
**Sent:** Monday, February 29, 2016 9:56 AM  
**To:** Lynden, Jason  
**Subject:** FW: Mice

Hi Jason

Please see note below RE: mouse sightings this weekend.

Thanks  
Dave W

**From:** Dan Paterson [<mailto:dpaterson@vancouveropera.ca>]  
**Sent:** Monday, February 29, 2016 9:43 AM  
**To:** Winstanley, Dave; Tom Wright  
**Subject:** Mice

Good Morning Dave,

I wanted to let you know that the mice situation has become quite a bit more noticeable in the QET. Last night during rehearsal I witnessed several mice running throughout the auditorium. Also one of our singers witnessed a mouse in his dressing room. If we could get some traps in the dressing rooms that would be appreciated.

Many thanks,

~Dan

--  
Dan Paterson  
Technical Director  
Vancouver Opera  
1945 McLean Drive  
Vancouver, BC

V5N 3J7  
(604)331-4822 - Direct  
(604)968-3660 - Mobile

## Lynden, Jason

---

**From:** Max Astrero <max@carepest.com>  
**Sent:** Wednesday, May 04, 2016 11:23 AM  
**To:** Drazic, Slobodan; Dessureault, Sophie; Pucci, Pasquale; Hnilica, Patrick; Senger, Rob; Bevacqua, Bert; Wong, Tony; Halyk, Mark; Blackport, Jo; Lee, David; Kenyon, Charlotte; Pan, Michael; Houser, Darren; Bedry, Ricci; Laforges, Silvia; Nacario, Percy; Hindley, Bob; Lynden, Jason; 'bruno.ambrossi@vancouver.ca'  
**Cc:** Alyson Fel; Karlissa Hughes  
**Subject:** Change in main contact at Terminix

Hello everyone! I hope you are all having a good day.

I just wanted to inform you all that I have tendered my resignation at Terminix (Care Pest & Wildlife Control) and my last day here will be on May 13. I have been your main contact for the COV pest control contract since we started but we will now be transferring this task to Alyson Fel (copied in this email, and same office number) **effective May 13**. She has been the lead in invoicing the pest control services for COV so she has been working with your purchasing department to get all pricing and invoicing processes sorted out. I will be passing information to her and training her until my last day here so please still address your concerns/inquiries/requests to me until then. This will ensure that we will have a smooth transition during this time. Please disseminate this information to all your site managers who are not included in this email so that they know whom best to contact here when they need something.

s.22(1)

Thank you.

**Max Astrero**  
*Contact Centre Lead*

#1 - 3888 North Fraser Way  
Burnaby, BC V5J 5H6  
Ph: 604.432.9422  
Fx: 604.432.9425

**TERMINIX**  
**CANADA**



## Lynden, Jason

---

**From:** Leung, Dennis  
**Sent:** Wednesday, April 13, 2016 12:25 PM  
**To:** Fang, Carlos  
**Cc:** Ambrosi, Bruno; Bedry, Ricci; Bevacqua, Bert; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Santos, Chris; Sibayan, Oscar  
**Subject:** RE: Pest control contract

Hi Carlos,  
Slobodan's request is for ease of processing as a FO will be created with the estimated spend for all of the sites or you would have to submit a SOBO for every extra service you require.

Thank you,  
Dennis  
604-654-0956

---

**From:** Fang, Carlos  
**Sent:** Tuesday, April 12, 2016 4:37 PM  
**To:** Leung, Dennis  
**Cc:** Ambrosi, Bruno; Bedry, Ricci; Bevacqua, Bert; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Santos, Chris; Sibayan, Oscar  
**Subject:** FW: Pest control contract

Hi Dennis:

If there is need extra call for pest, we just call and pay. We control the budget anyway. To me look like all this paperwork should be done in the background increasing the budget for the PM. We don't have access to the shopping carts. Why we have a contract service coordinator.

*Carlos Fang  
Building Supervisor II  
Real Estate & Facilities Management  
Office: 604 829 4244  
Cell: 604-968-3697  
Fax 604-736-6997  
[carlos.fang@vancouver.ca](mailto:carlos.fang@vancouver.ca)*

---

**From:** Drazic, Slobodan  
**Sent:** Monday, April 11, 2016 9:46 AM  
**To:** Fang, Carlos  
**Subject:** Pest control contract

Hi Carlos,  
Please review attached spread sheet and create noted shopping cart with necessary \$ amount in order to get sufficient funds for the Pest control contract for your portfolio. Please be sure that you have choose Bayer 263 Lea Raymond in your request

Service Location	Addresses	Site Contact Name	Ser Pac Gr
------------------	-----------	-------------------	------------

Planetarium	1100 Chestnut St	<b>Carlos Fang 604- 829-4244</b>	
Museum of Vancouver	1100 Chestnut St		
Observatory	1100 Chestnut St		
Archives	1150 Chestnut St		
Maritime Museum	1905 Ogden		

Kind Regards  
Slobodan Drazic  
Contract Service Coordinator  
Work Control Centre and Optimization  
Real Estate and Facilities Management  
Tel.604-718-6221  
[slobodan.drazic@vancouver.ca](mailto:slobodan.drazic@vancouver.ca)



## Lynden, Jason

---

**From:** Gordon, Jason  
**Sent:** Monday, April 25, 2016 12:50 PM  
**To:** Lynden, Jason  
**Cc:** Woodburn, Chris  
**Subject:** FW: moth traps

Jason, do you know the story behind those traps?

J

---

**From:** Lee, Rachael  
**Sent:** Saturday, April 23, 2016 11:43 AM  
**To:** Gordon, Jason  
**Cc:** Lynden, Jason; Leung, Alan; Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Davidson, Victoria; Horrobin, Angela; Merritt, Patricia; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene; Guremel, Ish; Burmas, Amanda; Wilson, Sean; Sangalang, Geraldine  
**Subject:** FW: moth traps

The traps are still in Queen E CC could we get them removed before the Opera?  
To the best of my knowledge the tech has never collected them.  
Thanks  
Rachael

---

**From:** Elliot, Sandra  
**Sent:** Tuesday, July 07, 2015 11:16 AM  
**To:** Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Sangalang, Geraldine; Horrobin, Angela; Rosinski, Kristin; Lee, Rachael; Linley, Bobbi; Merritt, Patricia; Rhine, Louanne; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene  
**Subject:** moth traps

The traps look like tented versions of the glue traps used for mice and roaches that get placed on the floor. They contain pheromones that attract the cloth moth we are concerned about. This will allow the tech to correctly identify the visiting species and enable us to set a course of action moving forward.

Sandra Elliot  
Audience Services Manager  
Vancouver Civic Theatres  
604-665-3025  
[Sandra.elliott@vancouver.ca](mailto:Sandra.elliott@vancouver.ca)

## Lynden, Jason

---

**From:** Lee, Rachael  
**Sent:** Sunday, April 24, 2016 1:14 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: moth traps

Traps have been there over three months – one is now open so no longer in the tent shape as left initially. We were under the impression they would be replaced or removed after a short period of observation. We have had no further sightings.

Thanks  
Rachael

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**From:** Lynden, Jason  
**Sent:** Sunday, April 24, 2016 12:48 PM  
**To:** Lee, Rachael  
**Cc:** Bedry, Ricci  
**Subject:** Re: moth traps

The traps are there to monitor activity, which they can't do if we remove them. What exactly is your concern?

Sent from my BlackBerry 10 smartphone on the Bell network.

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**From:** Lee, Rachael  
**Sent:** Sunday, April 24, 2016 12:18 PM  
**To:** Gordon, Jason  
**Cc:** Lynden, Jason; Leung, Alan; Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Davidson, Victoria; Horrobin, Angela; Merritt, Patricia; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene; Guremel, Ish; Burmas, Amanda; Wilson, Sean; Sangalang, Geraldine  
**Subject:** FW: moth traps

Seems my message was left in my outbox!

---

**From:** Lee, Rachael  
**Sent:** Saturday, April 23, 2016 11:43 AM  
**To:** Gordon, Jason  
**Cc:** Lynden, Jason; Leung, Alan; Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Davidson, Victoria; Horrobin, Angela; Merritt, Patricia; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene; Guremel, Ish; Burmas, Amanda; Wilson, Sean; Sangalang, Geraldine  
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To the best of my knowledge the tech has never collected them.  
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Rachael

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**From:** Elliot, Sandra  
**Sent:** Tuesday, July 07, 2015 11:16 AM  
**To:** Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Sangalang, Geraldine; Horrobin, Angela; Rosinski, Kristin; Lee, Rachael; Linley, Bobbi; Merritt, Patricia; Rhine, Louanne;

Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene

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Sandra Elliot

Audience Services Manager

Vancouver Civic Theatres

604-665-3025

[Sandra.elliott@vancouver.ca](mailto:Sandra.elliott@vancouver.ca)

## Lynden, Jason

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[Sandra.elliott@vancouver.ca](mailto:Sandra.elliott@vancouver.ca)

## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, April 27, 2016 8:23 AM  
**To:** Lynden, Jason  
**Subject:** Re: Moth Monitor Stations

Thanks

Sandra

Sent from my iPad

On Apr 27, 2016, at 8:03 AM, Lynden, Jason <[jason.lynden@vancouver.ca](mailto:jason.lynden@vancouver.ca)> wrote:

Hello All,

The pest control tech has placed 3 monitor stations on top of the coat racks in the QET coat check to monitor cloth moth activity in the area. These are checked on a regular basis by Ric Bedry, myself and the tech. They are there to gauge presence and activity so that the tech can then take the necessary steps to efficiently eliminate the moths.

More stations will be added in the coming weeks to areas where costumes are stored at the QET (stage, backstage basement and chorus rooms, wardrobe room) in an effort to protect both the Theatre and the user groups from further infestations.

Any adjustments to the stations or their placement should be made only under advisement from the pest control company and their techs.

Also note as a friendly reminder, as with any sightings (moths, rodents, bugs), please note them with as much detail as possible in the log books at the QET and Orpheum stage door offices. These are the logs that the tech(s) check at the start of every service visit.

Thanks very much,

Jason



## Lynden, Jason

---

**From:** Gajic, Sandra  
**Sent:** Sunday, April 24, 2016 8:56 AM  
**To:** Bedry, Ricci; Lynden, Jason  
**Cc:** Leung, Dennis; Woodburn, Chris  
**Subject:** Fwd: Raffi Apr 23/2016  
**Attachments:** FOH Report.PDF; ATT00001.htm

Hi Ricci and Jason L.,

I am not sure if you have reading the FOH reports lately but we again have a bigger problem with rodents at the Orpheum - including inside the auditorium. Please increase the service level.

Thank you

Sandra

Begin forwarded message:

**From:** Rachael Lee <[rachael.lee@vancouver.ca](mailto:rachael.lee@vancouver.ca)>  
**Date:** April 23, 2016 at 4:23:52 PM PDT  
**To:** <[jason.gordon@vancouver.ca](mailto:jason.gordon@vancouver.ca)>, <[sandra.gajic@vancouver.ca](mailto:sandra.gajic@vancouver.ca)>, <[david.locke-norton@vancouver.ca](mailto:david.locke-norton@vancouver.ca)>, <[jennifer.noble@vancouver.ca](mailto:jennifer.noble@vancouver.ca)>, <[angela.horrobin@vancouver.ca](mailto:angela.horrobin@vancouver.ca)>  
**Subject:** Raffi Apr 23/2016

Meet and greet still going strong; we are guesstimating 4:30 end.

Thanks  
Rachael

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, April 27, 2016 8:26 AM  
**To:** Gajic, Sandra  
**Subject:** RE: Moth Monitor Stations

You're welcome.

---

**From:** Gajic, Sandra  
**Sent:** Wednesday, April 27, 2016 8:23 AM  
**To:** Lynden, Jason  
**Subject:** Re: Moth Monitor Stations

Thanks

Sandra

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Thanks very much,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, April 27, 2016 8:04 AM  
**To:** VCT All Staff - DL  
**Cc:** Leung, Dennis (dennis.leung@vancouver.ca)  
**Subject:** Moth Monitor Stations

Hello All,

The pest control tech has placed 3 monitor stations on top of the coat racks in the QET coat check to monitor cloth moth activity in the area. These are checked on a regular basis by Ric Bedry, myself and the tech. They are there to gauge presence and activity so that the tech can then take the necessary steps to efficiently eliminate the moths.

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Thanks very much,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Monday, April 25, 2016 12:58 PM  
**To:** Gordon, Jason  
**Subject:** Re: moth traps

They are monitor traps, placed to monitor moth activity, so that the pest control company can best address the problem.

That area, from coat check to the lower west lobby, is where the most recent sightings have been. I believe they were placed in late February or early March.

Myself, Ric and the tech have been checking them on a regular basis. Luckily, we have found minimal activity.

Thanks,

Jason

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Gordon, Jason  
**Sent:** Monday, April 25, 2016 12:49 PM  
**To:** Lynden, Jason  
**Cc:** Woodburn, Chris  
**Subject:** FW: moth traps

Jason, do you know the story behind those traps?

J

---

**From:** Lee, Rachael  
**Sent:** Saturday, April 23, 2016 11:43 AM  
**To:** Gordon, Jason  
**Cc:** Lynden, Jason; Leung, Alan; Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Davidson, Victoria; Horrobin, Angela; Merritt, Patricia; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene; Guremel, Ish; Burmas, Amanda; Wilson, Sean; Sangalang, Geraldine  
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**From:** Elliot, Sandra  
**Sent:** Tuesday, July 07, 2015 11:16 AM

**To:** Ahluwalia, Nilam; Mclean, Alicia; Griffin, Aliya; Clarke, Erin; Crawford, Justine; Davidson, Victoria; Edwards, Patrick; Sangalang, Geraldine; Horrobin, Angela; Rosinski, Kristin; Lee, Rachael; Linley, Bobbi; Merritt, Patricia; Rhine, Louanne; Robinson, Greg; Pietzsch, Sonia; Sutherland, Arlene

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604-665-3025  
[Sandra.elliott@vancouver.ca](mailto:Sandra.elliott@vancouver.ca)

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Wednesday, April 06, 2016 6:44 AM  
**To:** Bedry, Ricci  
**Subject:** Pest control issues

Hi Ric,

Here are the issues I have with Pest Control to be forwarded to Dennis:

- No monthly service or report since January
- Long response times to requests for quotes for additional services
- insufficient quality of work done on door sweep issues at the Orpheum

Thanks,

Jason

## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Sunday, April 24, 2016 9:45 AM  
**To:** Bedry, Ricci; Leung, Dennis  
**Subject:** Fw: Raffi Apr 23/2016  
**Attachments:** FOH Report.PDF; ATT00001.htm

Gentlemen,

I read the FOH reports for every show and can prove it by matching work orders I've sent in with issues raised in the reports.

I can't even remember the last time I saw a rodent sighting show up on a FOH report.

Thanks,

Jason

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Gajic, Sandra <[Sandra.Gajic@vancouver.ca](mailto:Sandra.Gajic@vancouver.ca)>  
**Sent:** Sunday, April 24, 2016 8:56 AM  
**To:** Bedry, Ricci; Lynden, Jason  
**Cc:** Leung, Dennis; Woodburn, Chris  
**Subject:** Fwd: Raffi Apr 23/2016

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Thank you

Sandra

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**Subject:** Raffi Apr 23/2016

Meet and greet still going strong; we are guesstimating 4:30 end.

Thanks  
Rachael



## Lynden, Jason

---

**From:** Lynden, Jason  
**Sent:** Sunday, April 24, 2016 1:18 PM  
**To:** Lee, Rachael  
**Cc:** Bedry, Ricci  
**Subject:** Re: moth traps

The tech is scheduled to be in Friday. I will discuss this with him then and see what he recommends.

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Lee, Rachael  
**Sent:** Sunday, April 24, 2016 1:14 PM  
**To:** Lynden, Jason  
**Cc:** Bedry, Ricci  
**Subject:** RE: moth traps

Traps have been there over three months – one is now open so no longer in the tent shape as left initially. We were under the impression they would be replaced or removed after a short period of observation. We have had no further sightings.

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**Cc:** Bedry, Ricci  
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## Lynden, Jason

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**To:** Bedry, Ricci  
**Subject:** Fw: moth traps

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[Sandra.elliott@vancouver.ca](mailto:Sandra.elliott@vancouver.ca)

## Lynden, Jason

---

**From:** Leung, Dennis  
**Sent:** Tuesday, October 13, 2015 11:36 AM  
**To:** Ambrosi, Bruno; Azam, Mohammed; Bedry, Ricci; Bevacqua, Bert; Fang, Carlos; Hnilica, Patrick; Houser, Darren; Lynden, Jason; Pan, Michael; Santos, Chris; Sibayan, Oscar  
**Subject:** FW: FO REFM - 2008-2011 w-spend analysis  
**Attachments:** FO REFM - 2008-2011 w-spend analysis.xlsx  
**Importance:** High

As we previously discussed, this is the list of existing Contractors with Framework orders that will be cancelled. Please let me know which of these Contractors that we need to get new Framework orders for with your estimated annual spend by **3pm Wednesday October 14, 2015**.

Thank you,  
Dennis  
604-654-0956

---

**From:** Hsu, Paul  
**Sent:** Tuesday, October 13, 2015 9:30 AM  
**To:** Snadel, Joe; Harvey, Ian; Leung, Dennis  
**Subject:** FW: FO REFM - 2008-2011 w-spend analysis

As discussed.

**Paul Hsu**  
*Real Estate & Facilities Management*  
*Associate Director, Facilities Maintenance & Operations*  
*City of Vancouver*  
*Office: 604-654-0969*  
*Cellular: 604-968-7830*  
*Fax: 604-257-8192*

---

**From:** Lai, Philip  
**Sent:** Tuesday, October 06, 2015 10:27 AM  
**To:** Hsu, Paul  
**Cc:** Bruce, Paul  
**Subject:** FO REFM - 2008-2011 w-spend analysis

Hi Paul,

Here's the list of FO's for REFM.

Philip

Philip Lai, P. Log, SCMP  
Buyer II  
Supply Management  
City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver, BC

V5Y 1V4

604-718-8233

[www.vancouver.ca](http://www.vancouver.ca)

NOTE: You have received this email from the City of Vancouver Supply Chain Management Department. If this has reached you in error or you do not wish to receive emails from us you can unsubscribe from this list by replying to [purchasing@vancouver.ca](mailto:purchasing@vancouver.ca) with the word unsubscribe in the subject line.



walt 752439

# EMERGENCY / FOLLOW UP REPORT RAPPORT D'URGENCE OU SUIVI

Rest / as / theater 201

CANADA

walt

1-800-726-7378

COMMERCIAL / RESIDENTIAL  
SERVICE COMMERCIAL OU RESIDENTIEL

DATE Mar 21	TIME IN/ARRIVÉE 11:00 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	TIME OUT/DEPART 1:00 pm <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM
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TECHNICIAN NAME / NOM DU TECHNICIEN Charl	ROUTE NO. 3122
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EMERG ID #	CSI ID #
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CHECK (✓) WHERE APPLICABLE COCHEZ (✓) SELON LE CAS			CUSTOMER / CLIENT QE Theater / QE Restaurant	CONTACT NAME / NOM DU CONTACT Jason		
LOCATION EMPLACEMENT	AREAS SERVICED ENDROITS SERVIS	RODENT EVIDENCE EVIDENCE DE rongeurs	INSECT EVIDENCE EVIDENCE D'INSECTES	ADDRESS / ADRESSE 649 Cambie st	CITY / VILLE Vancouver	PROV. B.C.
				POSTAL CODE / CODE POSTAL V5T 1V4	TEL. / TÉL.	SERVICE LOCATION # / NO D'EMPLACEMENT 9180/2204

ORKIN CANADA				CLIENT / CUSTOMER
TREATMENT / TRAITEMENT				OBSERVATIONS FOR CUSTOMER FOLLOW-UP OBSERVATIONS QUE LE CLIENT DOIT SUIVRE
1 PERIMETER (OUTSIDE) PERIMÈTRE (EXTÉRIEUR)	X	X		<p>Checked premises for pest activity</p> <p>- Today during my inspection I found one mouse in my trap in the staff lunch room. (There had been a mouse sight in this room). I caught another mouse in the female change room. Both mice were very witch prob means there is more mice around. Please inform staff when they see a mouse and report it to be as specific as possible on where it was coming or going. For the most part I believe the activity level is low.</p> <p>Recommendations: ① Open door sweeps are needed on the busy doors. There is gaps on all</p> <p>② Please report all sightings to Fleh. The building is too big and need the help with the problem areas</p> <p>③ Please clean the excess spillage off the bottle regularly recycling floor</p>
2 REFUSE AREA AIR DES VIDANGES				
3 COMPACTOR COMPRESSEUR				
4 RECEIVING RECEPTION				
5 STAFF ROOMS SALLES DES EMPLOYÉS	X	X		
6 WASHROOMS TOILETTES	X			
7 MECHANICAL ROOMS CHAMBRE DES MOTEURS				
8 STORAGE ROOMS ENTREPOT	X			
9 BAKE SHOP BOULANGERIE				
10 BAKERY COUNTER COMPTOIR DE PATISSERIES				
11 PRODUCE COUNTER COMPTOIR DE PRODUITS				
12 PRODUCT PREPARATION PRÉPARATION LÉGUMES				
13 MEAT COUNTER COMPTOIR DE VIANDES				
14 MEAT PREPARATION PRÉPARATION VIANDES				
15 WAREHOUSE ENTREPÔT				
16 FOYER FOYER				
17 KITCHEN CUISINE	X	X	X	
18 DINING AREA SALLE À MANGER				
19 BEDROOMS CHAMBRES À COUCHER				
20 BASEMENT SOUS-SOL	X	X	X	
21 ATTIC COMBLES				
22 GARAGE GARAGE				
23 HALLWAYS PASSAGES	X			
24 CRAWL SPACE ESPACE SANITAIRE				
25				
26				
27				
28				

STOCK# 7020 REV. 03/12

MANAGER'S SIGNATURE SIGNATURE DU GÉRANT	PESTICIDE USED PESTICIDE UTILISÉ	%	PCP # # PCP	QTY. QTE.
	Contra-blox	005	22239	1809
DATE:				

ORKIN CANADA SIGNATURE SIGNATURE DE ORKIN CANADA	AUTHORIZED CUSTOMER SIGNATURE SIGNATURE AUTORISÉE	STOCK MUST BE PLACED ON SHELVES OR SKIDS, AT LEAST 6" ABOVE THE FLOOR AND BE APPROXIMATELY 18" AWAY FROM THE WALL. PROPER ACCESS AND VISIBILITY ARE ESSENTIAL TO MAINTAIN A PEST FREE PREMISES. LA MARCHANDISE DOIT ÊTRE ENTREPOSÉE SUR LES TABLETTES OU DES PALETTEES DE BOIS D'UNE HAUTEUR D'AU MOINS 6 POUÇES ET À 18 POUÇES DES MURS. UNE BONNE VISIBILITE ET UN ACCÈS FACILE SONT ESSENTIELS POUR LE CONTRÔLE DES INSECTES ET RONGEURS.
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# EMERGENCY / FOLLOW UP REPORT RAPPORT D'URGENCE OU SUIVI

COMMERCIAL / RESIDENTIAL  
SERVICE COMMERCIAL OU RESIDENTIEL

DATE: March 21 TIME IN/ARRIVEE: 11:00 AM  PM  TIME OUT/DEPART: 1:00 AM  PM

CANADA  
1-800-726-7378

W# 7498295

EMERG ID # \_\_\_\_\_ CSI ID # \_\_\_\_\_

TECHNICIAN NAME / NOM DU TECHNICIEN: Chad ROUTE NO.: 3111

CHECK (✓) WHERE APPLICABLE COCHER (✓) SELON LE CAS			CUSTOMER / CLIENT <u>Vancouver playhouse</u>	CONTACT NAME / NOM DU CONTACT <u>Jason</u>		
LOCATION EMPLACEMENT	AREAS SERVICED ENDROITS SERVÉS	RODENT EVIDENCE EVIDENCE DE rongeurs	INSECT EVIDENCE EVIDENCE D'INSECTES	ADDRESS / ADRESSE <u>649 Cambie st</u>	CITY / VILLE <u>Vancouver</u>	PROV. <u>B.C.</u>
				POSTAL CODE / CODE POSTAL <u>V5T 1V4</u>	TEL. / TEL.	SERVICE LOCATION# / NO D'EMPLACEMENT <u>2041</u>

1 PERIMETER (OUTSIDE) PERIMÈTRE (EXTÉRIEUR)	ORKIN CANADA		CLIENT / CUSTOMER
	TREATMENT / TRAITEMENT		OBSERVATIONS FOR CUSTOMER FOLLOW-UP OBSERVATIONS QUE LE CLIENT DOIT SUIVRE
2 REFUSE AREA AIR DES VIDANGES	<u>Checked premises for pest activity.</u>		
3 COMPACTOR COMPRESSEUR	<u>- Today I caught 2 mice in the playhouse kitchen. Found the hole the mice were coming through and plugged with copper wool.</u>		
4 RECEIVING RECEPTION	<u>No other activity found during my inspection of the premises.</u>		
5 STAFF ROOMS SALLES DES EMPLOYÉS	<u>Recommendations:</u>		
6 WASHROOMS TOILETTES	<u>① Please clean mouse droppings off the floor in the folded wall closet</u>		
7 MECHANICAL ROOMS CHAMBRE DES MOTEURS	<u>② Please clean the trash under the bar</u>		
8 STORAGE ROOMS ENTREPÔT	<u>③ Door sweep need on the exterior exiting doors, Also on the sales office door</u>		
9 BAKE SHOP BOULANGERIE			
10 BAKERY COUNTER COMPTOIR DE PATISSERIES			
11 PRODUCE COUNTER COMPTOIR DE PRODUITS			
12 PRODUCT PREPARATION PREPARATION LEGUMES			
13 MEAT COUNTER COMPTOIR DE VIANDES			
14 MEAT PREPARATION PREPARATION VIANDES			
15 WAREHOUSE ENTREPÔT			
16 FOYER FOYER			
17 KITCHEN CUISINE			
18 DINING AREA SALLE À MANGER			
19 BEDROOMS CHAMBRES À COUCHER			
20 BASEMENT SOUS-SOL			
21 ATTIC COMBLES			
22 GARAGE GARAGE			
23 HALLWAYS PASSAGES			
24 CRAWL SPACE ESPACE SANITAIRE			
25			
26			
27			
28			

MANAGER'S SIGNATURE SIGNATURE DU GÉRANT	PESTICIDE USED PESTICIDE UTILISÉ	%	PCP # # PCP	QTY. QTE.
DATE:				

ORKIN CANADA SIGNATURE SIGNATURE DE ORKIN CANADA	AUTHORIZED CUSTOMER SIGNATURE SIGNATURE AUTORISÉE	STOCK MUST BE PLACED ON SHELVES OR SKIDS, AT LEAST 8" ABOVE THE FLOOR AND BE APPROXIMATELY 18" AWAY FROM THE WALL. PROPER ACCESS AND VISIBILITY ARE ESSENTIAL TO MAINTAIN A PEST FREE PREMISES. LA MARCHANDISE DOIT ÊTRE ENTREPOSÉE SUR LES TABLETTES OU DES PALETTEES DE BOIS D'UNE HAUTEUR D'AU MOINS 8 POUCES ET A 18 POUCES DES MURS, UNE BONNE VISIBILITE ET UN ACCÈS FACILE SONT ESSENTIELS POUR LE CONTROLE DES INSECTES ET rongeurs.
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STOCK# 7020 REV. 03/12



**CANADA**  
ORKIN CANADA CORPORATION  
(800) 726-7378

GST/TPS:

201  
95

SERVICE LOCATION / LOCATION DE SERVICE	SERVICE LOCATION ID / NO. LOCATION DE SERVICE	WORK ORDER / ORDRE DE TRAVAIL	PAGE
QE Theatre / QE Theatre Restaurant	9180 / 9204	733204 / 733487	1 of 1
SERVICE ADDRESS / ADDRESS DE SERVICE	CONTACT / PERSONNE-RESSOURCE		DATE SERVICED / DATE DU SERVICE
649 Cambie st Vancouver B.C. V5Y 1V4	Jason		Jan/24

SCHEDULED SERVICE DATE / DATE PREVUE DE SERVICE	TIME / HEURE	LOG BOOK / REGISTRE	TECHNICIAN	LICENCE # NO. DE PERMIS	TIME IN HEURE D'ARRIVEE	TIME OUT HEURE DE DEPART
			CHAD ANDERSON	184307 / 898	10:00 am	11:30 am

Checked premises for pest activity  
- Exterior bait stations had high activity. Changed all bait that had been eaten. No other activity found during inspection of premises.

<input checked="" type="checkbox"/> CLEAN FUNCTIONAL / PROPRE FONCTIONNEL	<input type="checkbox"/> SANITATION REQ. / ASSAINISSEMENT NEC.
<input type="checkbox"/> QUANT. CAPTURE / NO. DE CAPTURES	<input type="checkbox"/> REPAIR/MAINT. REQ. / REPARATION/ENTRETIEN NEC.
<input type="checkbox"/> LOW ACTIVITY / ACTIVITE FAIBLE	<input type="checkbox"/> INACCESSIBLE
<input type="checkbox"/> MEDIUM ACTIVITY / ACTIVITE MOYENNE	<input type="checkbox"/> MISSING / MANQUANT
<input type="checkbox"/> HIGH ACTIVITY / ACTIVITE ELEVEE	

<input type="checkbox"/> CRITICAL 24-28 HOURS / CRITIQUE 24-28 HEURES	<input type="checkbox"/> SERIOUS 7 DAYS / GRAVE 7 JOURS
<input type="checkbox"/> MINOR 30 DAYS / MINIME 30 JOURS	

STATION / BOITE D'APPAT	OBSERVATION/RECOMMENDATION/CAPTURES

Recommendations:  
① Bay doors all need new door sweeps added  
② Please clean all garbage and other debris pushed under the bars  
③ Please wash the floor in the pop recycling room.

SERVICE VALUES / VALEURS DE SERVICE		STATION / BOITE D'APPAT	PRODUCT / PRODUIT	PCP NO. / NO. DE PCP	LOT	QTY / QTE
TOTAL	CASH COMPTANT		Contract bloc	22239	247H	26mg
SUB TOTAL / SOUS TOTAL						
GST/TPS HST/TVH						
PROV. TAX TAXE PROV.		FOR EXTERIOR APPLICATIONS ONLY / RESERVE AUX APPLICATIONS A L'EXTERIEUR				
TOTAL		WIND CONDITIONS ETAT DES VENTS	DIRECTION	KM	TEMPERATURE (C)	
AMOUNT RECEIVED / MONTANT RECU		<input type="checkbox"/> CASH COMPTANT	<input type="checkbox"/> CHEQUE	<input type="checkbox"/> CREDIT CARD CARTE DE CREDIT	CC TYPE: TYPE DE CARTE:	PAYMENT REFERENCE REFERENCE DE PAIEMENT

TECHNICIAN SIGNATURE / SIGNATURE DU TECHNICIEN	ROUTE	DATE SERVICED / DATE DU SERVICE	CUSTOMER SIGNATURE / SIGNATURE DU CLIENT
	03111 <input type="checkbox"/> PICK UP <input type="checkbox"/> SPLIT	M M D D Y Y 0 1 2 4 1 5	AS for Jason

OFFICE COPY/COPIE DU BUREAU

00000384



OFFICE COPY/COPIE DU BUREAU



\$62.50

**ORKIN CANADA™**  
ORKIN CANADA CORPORATION  
(800) 726-7378

GST/TPS:

SERVICE LOCATION / LOCATION DE SERVICE

Nancouver Play

SERVICE LOCATION ID / NO. LOCATION DE SERVICE

2041

WORK ORDER / ORDRE DE TRAVAIL

7369465

PAGE

1 of 1

SERVICE ADDRESS / ADDRESS DE SERVICE

649 Cambie st

CONTACT / PERSONNE-RESSOURCE

Jason

DATE SERVICED / DATE DU SERVICE

Jan 24

SCHEDULED SERVICE DATE / DATE PREVUE DE SERVICE

TIME / HEURE

LOG BOOK / REGISTRE

TECHNICIAN

LICENCE # NO. DE PERMIS

TIME IN HEURE D'ARRIVEE

TIME OUT HEURE DE DEPART

*[Handwritten scribbles]*

03111-092

CHAD ANDERSON

184307

11:30

12:30

Checked premises for pest activity:

- Sales room I caught 2 mice in my tin cats.

Playhouse bar: Caught 1 mouse in my glue board under the counter. NO other activity found. Recommendations:

① Please clean mouse dropping from in side the foldable wall closet.

② Please don't leave any food out in the sales office.

- CLEAN FUNCTIONAL / PROPRE FONCTIONNEL
- # QUANT. CAPTURE / NO. DE CAPTURES
- L LOW ACTIVITY / ACTIVITE FAIBLE
- M MEDIUM ACTIVITY / ACTIVITE MOYENNE
- H HIGH ACTIVITY / ACTIVITE ELEVEE
- S SANITATION REQ. / ASSAINISSEMENT NEC.
- R REPAIR/MAINT. REQ. / REPARATION/ENTRETIEN NEC.
- I INACCESSIBLE
- V MISSING / MANQUANT

- C CRITICAL 24-28 HOURS / CRITIQUE 24-28 HEURES
- M MINOR 30 DAYS / MINIME 30 JOURS
- S SERIOUS 7 DAYS / GRAVE 7 JOURS

STATION / BOITE D'APPAT      OBSERVATION/RECOMMENDATION/CAPTURES

③ Keep up the good sanitation of the premises.

SERVICE VALUES / VALEURS DE SERVICE

TOTAL	CASH COMPTANT	STATION / BOITE D'APPAT	PRODUCT / PRODUIT	PCP NO. / NO. DE. PCP	LOT	QTY / QTE
SUB TOTAL / SOUS TOTAL						
GST/TPS HST/TVH						
PROV. TAX TAXE PROV.						
TOTAL						

FOR EXTERIOR APPLICATIONS ONLY / RESERVE AUX APPLICATIONS A L'EXTERIEUR

WIND CONDITIONS ETAT DES VENTS	DIRECTION	KM	TEMPERATURE (C)
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AMOUNT RECEIVED / MONTANT RECU	<input type="checkbox"/> CASH COMPTANT	<input type="checkbox"/> CHEQUE	<input type="checkbox"/> CREDIT CARD CARTE DE CREDIT	CC TYPE: TYPE DE CARTE:	PAYMENT REFERENCE REFERENCE DE PAIEMENT
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TECHNICIAN SIGNATURE / SIGNATURE DU TECHNICIEN      ROUTE      DATE SERVICED / DATE DU SERVICE      CUSTOMER SIGNATURE / SIGNATURE DU CLIENT

<i>[Signature]</i>	03111	M M D D Y Y	AS per Jason
<input type="checkbox"/> PICK UP		0 1 2 4 1 5	
<input type="checkbox"/> SPLIT			

00000386

Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 470000132 (Sep 01, 2012)

Service Summary

10 Serviced  
8 Serviced With Detail Recorded  
1 Missed  
19 Total Devices

Service Detail

INTERIOR

BAR  
T1.0 Serviced 26 Sep 2015 11:20

COMMON AREAS  
S3. Serviced 26 Sep 2015 11:24

EXTERIOR  
B1.0 Serviced 26 Sep 2015 12:30

Activity  
Treated Per Scope  
1 x BAIT BEING EATEN (LOW)  
90 Gram CONTRAC BLOX 18 LBS PAIL (22239)  
Lot Number: 26445 Percentage: .005

B2.0 Serviced 26 Sep 2015 12:39

Activity  
Treated Per Scope  
1 x BAIT BEING EATEN (LOW)

B3.0 Serviced 26 Sep 2015 12:35

B4.0 Serviced 26 Sep 2015 12:40

Activity  
Treated Per Scope  
2 x BAIT BEING EATEN (MED)  
90 Gram CONTRAC BLOX 18 LBS PAIL (22239)  
Lot Number: 26445 Percentage: .005

EXTERIOR

EXTERIOR  
B1.0 Serviced 26 Sep 2015 12:38

B2.0 Serviced 26 Sep 2015 12:37

Activity  
Treated Per Scope  
3 x BAIT BEING EATEN (HIGH)  
90 Gram CONTRAC BLOX 18 LBS PAIL (22239)  
Lot Number: 26445 Percentage: .005

B3.0 Missed 26 Sep 2015 12:43

Activity  
Treated Per Scope  
1 x BAIT BEING EATEN (LOW)

B4.0 Serviced 26 Sep 2015 12:33

Activity  
Treated Per Scope  
3 x BAIT BEING EATEN (HIGH)  
180 Gram CONTRAC BLOX 18 LBS PAIL (22239)  
Lot Number: 26445 Percentage: .005

B5.0 Serviced 26 Sep 2015 12:43

Activity  
Treated Per Scope  
3 x BAIT BEING EATEN (HIGH)  
Recommendation  
Structural Maintenance  
Keep Door Closed when not in use  
please keep all doors closed when not in use

180 Gram CONTRAC BLOX 18 LBS PAIL (22239)  
Lot Number: 26445 Percentage: .005

WL1.0 Serviced 26 Sep 2015 11:25

Sanitation  
Spillage  
Dry  
please wash the floors in the pop recycling  
room there is a lot of spillage on the floor

WL1.0 Serviced 26 Sep 2015 11:17

Activity  
Treated Per Scope  
2 x DRAIN FLIES  
Equipment Maintenance  
Machine leaking  
please check the ice machine in the front lo  
bby north west cession stand its leaking

WL2.0 Serviced 26 Sep 2015 11:18

WL2.0 Serviced 26 Sep 2015 11:21

WL3.0 Serviced 26 Sep 2015 11:19

WL3.0 Serviced 26 Sep 2015 11:22

WL4.0 Serviced 26 Sep 2015 11:21

WL2.0 Serviced 26 Sep 2015 12:31



Service Detail Report

Q E THEATRE RESTAURANT  
Service Location 9180  
Service Item WO 7956252  
Start Date 26 Sep 2015 11:15

Service Address  
649 CAMBIE ST  
VANCOUVER , V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
ROSA 968-7831  
PH: (604) 665-3050

Service Accepted By

jason

26 Sep 2015 12:47

Service Performed By

CHAD ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

26 Sep 2015 12:47  
184307

Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

6 Serviced  
12 Serviced With Detail Recorded  
18 Total Devices

Service Detail

INTERIOR

BAR  
T1.0 Serviced 25 Apr 2015 08:59

COMMON AREAS

S3. Serviced 25 Apr 2015 09:04

INTERIOR

T2.0 Serviced 25 Apr 2015 10:10

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

90 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

B2.0 Serviced 25 Apr 2015 10:20

Activity

Treated Per Scope

3 x BAIT BEING EATEN (HIGH)

B3.0 Serviced 25 Apr 2015 10:15

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

60 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

B4.0 Serviced 25 Apr 2015 10:24

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

EXTERIOR

EXTERIOR

B1.0 Serviced 25 Apr 2015 10:19

Device Maintenance

Replaced Bait

Moldy

90 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

B2.0 Serviced 25 Apr 2015 10:17

Activity

Treated Per Scope

3 x BAIT BEING EATEN (HIGH)

120 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

B3.0 Serviced 25 Apr 2015 10:21

Activity

Treated Per Scope

3 x BAIT BEING EATEN (HIGH)

180 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

B4.0 Serviced 25 Apr 2015 10:13

Device Maintenance

Replaced Bait

Moldy

Structural Maintenance

Overgrown Vegetation

Customer's action required

please cut back the vines in right of the media club door this will expose and rodent activity

60 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

B5.0 Serviced 25 Apr 2015 10:27

Activity

Treated Per Scope

2 x BAIT BEING EATEN (MED)

90 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 25455 Percentage: .005

WL1.0 Serviced 25 Apr 2015 09:05

Sanitation

Spillage

Dry

please wash the floor of the bottle recycling room as the floor is very sticky and will be an issue for flie activity

WL1.0 Serviced 25 Apr 2015 08:52

Sanitation

Debris Present



Service Detail Report

Q E THEATRE RESTAURANT  
Service Location 9180  
Service Item W0 7539862  
Start Date 25 Apr 2015 08:50

Service Address  
649 CAMBIE ST  
VANCOUVER , V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
ROSA 968-7831  
PH: (604) 665-3050

Service Accepted By

jason

25 Apr 2015 10:28

Service Performed By

  
CHAD ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

25 Apr 2015 10:28  
184307

Service information recorded this visit

Service(s) Performed

Pest Control  
 PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

14 Serviced  
 10 Missed With Detail Recorded  
 24 Total Devices

Service Detail

I: TOR  
 T  
 G1.0 Serviced 25 Apr 2015 09:48  
 MB1.0 Serviced 25 Apr 2015 09:45  
 MB2.0 Serviced 25 Apr 2015 09:52  
 MB3.0 Serviced 25 Apr 2015 09:54  
 MB4.0 Serviced 25 Apr 2015 09:50  
 MB5.0 Serviced 25 Apr 2015 09:51  
 MB6.0 Serviced 25 Apr 2015 09:57  
 T1.0 Serviced 25 Apr 2015 09:46  
 T2.0 Serviced 25 Apr 2015 09:46  
 T3.0 Serviced 25 Apr 2015 09:46  
 T4.0 Serviced 25 Apr 2015 09:49  
 T5.0 Serviced 25 Apr 2015 09:50  
 T6.0 Serviced 25 Apr 2015 09:50  
 WAYS  
 S2. Serviced 25 Apr 2015 09:49  
 STAIRWAYS  
 S3. Serviced 25 Apr 2015 09:57  
 Activity  
 Treated Per Scope  
 1 x CLOTH MOTHS  
 Visual Inspection  
 Insect Activity  
 seen one cloth moth in the hallway of the basement  
 RESTAURANT  
 MB9.0 Missed 25 Apr 2015 09:59  
 Missed  
 Inaccessible  
 Customer Restriction  
 play is on no access  
 BACKSTAGE AREAS  
 MB10.0 Missed 25 Apr 2015 10:03  
 Missed  
 Inaccessible  
 Customer Restriction  
 no access  
 MB11.0 Missed 25 Apr 2015 10:04  
 Missed  
 Inaccessible  
 Customer Restriction  
 no access  
 MB12.0 Missed 25 Apr 2015 10:03  
 Missed  
 Inaccessible  
 Customer Restriction  
 no access  
 MB13.0 Missed 25 Apr 2015 10:02  
 Missed  
 Inaccessible  
 Customer Restriction  
 no access  
 MB14.0 Missed 25 Apr 2015 10:02  
 Missed  
 Inaccessible  
 Customer Restriction  
 no access  
 MB15.0 Missed 25 Apr 2015 10:02  
 Missed  
 Inaccessible  
 Customer Restriction  
 no access  
 MB7.0 Missed 25 Apr 2015 10:01  
 Missed  
 Inaccessible  
 Customer Restriction  
 there is a play on no access  
 MB8.0 Missed 25 Apr 2015 10:00  
 Missed  
 Inaccessible  
 Customer Restriction  
 play is on no access



Service Detail Report

Q E THEATRE  
 Service Location 9204  
 Service Item WO 7586537  
 Start Date 06 Apr 2015 08:33

Service Address  
 649 CAMBIE ST  
 VANCOUVER, V5Y 1V4

Billing Address  
 PO BOX 7757  
 349 WEST GEORGIA  
 VANCOUVER, V6B 0L5

Service Contact  
 STAGE DOOR  
 PH: (604) 665-3050

Service Accepted By

*Jason*

jason

25 Apr 2015 10:31

Service Performed By

*Chad Anderson*

CHAD ANDERSON (03111)  
 Applicator license  
 VANCOUVER(031) PH: (604) 434-6641

25 Apr 2015 10:31  
 184307



Service Detail Report

Q E THEATRE
Service Location 9204
Service Item WO 7809244
Start Date 30 Jul 2015 07:01

Service Address
649 CAMBIE ST
VANCOUVER, V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
STAGE DOOR
PH: (604) 665-3050

Service Accepted By

[Signature]

jason

30 Jul 2015 07:53

Service Performed By

[Signature]
CHAD ANDERSON (03111)
Applicator License
VANCOUVER(031) PH: (604) 434-6641

30 Jul 2015 07:53
184307

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

20 Serviced
3 Missed With Detail Recorded
23 Total Devices

Service Detail

INTERIOR
BSMT
G1.0 Serviced 30 Jul 2015 07:17
MB1.0 Serviced 30 Jul 2015 07:09
MB2.0 Serviced 30 Jul 2015 07:11
MB3.0 Serviced 30 Jul 2015 07:11
Activity
Treated Per Scope
1 x BAIT BEING EATEN (LOW)
MB4.0 Serviced 30 Jul 2015 07:12
T5.0 Serviced 30 Jul 2015 07:14
T3.0 Serviced 30 Jul 2015 07:15
T1.0 Serviced 30 Jul 2015 07:09
T2.0 Serviced 30 Jul 2015 07:09
T3.0 Serviced 30 Jul 2015 07:10
T4.0 Serviced 30 Jul 2015 07:12
T5.0 Serviced 30 Jul 2015 07:12
T6.0 Serviced 30 Jul 2015 07:12
STAIRWAYS
S3. Serviced 30 Jul 2015 07:15
RESTAURANT
MB9.0 Serviced 30 Jul 2015 07:05
Structural Maintenance
Door Seals



Service Detail Report

VANCOUVER PLAYHOUSE
Service Location 2041
Service Item WO 7801228
Start Date 30 Jul 2015 06:49

Service Address
649 CAMBIE ST
VANCOUVER, V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
ROSA
PH: (604) 665-3050

Service Accepted By

[Signature]

jason

30 Jul 2015 07:47

Service Performed By

[Signature]
CHAD ANDERSON (03111)
Applicator License
VANCOUVER(031) PH: (604) 434-6641

30 Jul 2015 07:48
184307

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

7 Serviced
2 Missed With Detail Recorded
9 Total Devices

Service Detail

INTERIOR
BAR
G1.0 Serviced 30 Jul 2015 06:57
G2.0 Serviced 30 Jul 2015 06:56
G3.0 Serviced 30 Jul 2015 06:57
T8.0 Serviced 30 Jul 2015 06:58
PLAYHOUSE
B2.0 Serviced 30 Jul 2015 06:50
Activity
Treated Per Scope
1 x BAIT BEING EATEN (LOW)
Structural Maintenance
Door Seals
needs replacing - Customer's action required
door sweeps needed on the fire exit doors leading to the exterior of the building
S1. Serviced 30 Jul 2015 06:52
SALES OFFICE
T5.0 Serviced 30 Jul 2015 06:54

Service information recorded this visit

Service(s) Performed

Permit Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

12 Serviced  
3 Serviced With Detail Recorded  
3 Missed  
18 Total Devices

Service Detail

INTERIOR  
 BAR  
 T1.0 Serviced 30 Jul 2015 06:39  
 COMMON AREAS  
 S3. Serviced 30 Jul 2015 06:30  
 EXTERIOR  
 B1.0 Serviced 30 Jul 2015 07:31  
 Activity  
 Treated Per Scope  
 1 x BAIT BEING EATEN (LOW)  
 Activity  
 Treated Per Scope  
 1 x BAIT BEING EATEN (LOW)  
 90 Gram CONTRAC BLOX 18 LBS PAIL (22239)  
 Lot Number: 25556 Percentage: .005  
 B2.0 Serviced 30 Jul 2015 07:36  
 B3.0 Serviced 30 Jul 2015 07:33  
 B4.0 Serviced 30 Jul 2015 07:37  
 EXTERIOR  
 EXTERIOR  
 B1.0 Serviced 30 Jul 2015 07:36  
 B2.0 Serviced 30 Jul 2015 07:35  
 B3.0 Serviced 30 Jul 2015 07:37  
 B4.0 Serviced 30 Jul 2015 07:32  
 .0 Serviced 30 Jul 2015 07:38  
 ..0 Missed 30 Jul 2015 07:41  
 Missed  
 Inaccessible  
 Customer Restriction  
 WL1.0 Serviced 30 Jul 2015 06:28  
 Sanitation  
 Spillage  
 Dry  
 please be sure to wash the floors of the. Bo  
 ttle room of any spillage  
 WL2.0 Missed 30 Jul 2015 07:41  
 Missed  
 Inaccessible  
 Customer Restriction  
 WL2.0 Serviced 30 Jul 2015 06:34  
 Sanitation  
 Debris Present  
 Debris on floor  
 please clean the saw dust from under the coo  
 ler on the third floor consession stand nort  
 h east side  
 WL3.0 Missed 30 Jul 2015 07:41  
 Missed  
 Inaccessible  
 Customer Restriction  
 WL3.0 Serviced 30 Jul 2015 06:36  
 WL4.0 Serviced 30 Jul 2015 06:32



Service Detail Report

Q E THEATRE RESTAURANT  
Service Location 9180  
Service Item WO 7801361  
Start Date 30 Jul 2015 06:26

Service Address  
649 CAMBIE ST  
VANCOUVER , V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
ROSA 968-7831  
PH: (604) 665-3050

Service Accepted By

jason

30 Jul 2015 07:45

Service Performed By

CHAD ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

30 Jul 2015 07:45  
184307

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUN  
GICIDE/MITICIDE?  
No

Thank you for your business  
GST/TPS 88509 7642 RT0001 / PST/TV  
30 Jul 2015 00:45

Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

20 Serviced  
3 Serviced With Detail Recorded  
23 Total Devices

Service Detail

INTERIOR  
BSMT

G1.0 Serviced 30 May 2015 09:57  
MB1.0 Serviced 30 May 2015 09:42  
MB2.0 Serviced 30 May 2015 09:44  
MB3.0 Serviced 30 May 2015 09:45

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

MB4.0 Serviced 30 May 2015 09:46  
MB5.0 Serviced 30 May 2015 09:46  
MB6.0 Serviced 30 May 2015 09:48  
T1.0 Serviced 30 May 2015 09:42  
T2.0 Serviced 30 May 2015 09:42  
T3.0 Serviced 30 May 2015 09:42  
T4.0 Serviced 30 May 2015 09:45  
T5.0 Serviced 30 May 2015 09:45  
T6.0 Serviced 30 May 2015 09:46

STAIRWAYS

S3. Serviced 30 May 2015 09:48  
Structural Maintenance  
Door Seals  
needs replacing - Customer's action required  
door sweeps needed on the basement fire exit  
doors

RESTAURANT

MB9.0 Serviced 30 May 2015 09:54

BACKSTAGE AREAS

MB10.0 Serviced 30 May 2015 09:54  
Structural Maintenance  
Door Seals  
needs replacing - Customer's action required  
door sweeps are needed on the bay doors there  
is huge gaps under all the doors

MB11.0 Serviced 30 May 2015 09:55  
MB12.0 Serviced 30 May 2015 09:55  
MB13.0 Serviced 30 May 2015 09:56  
MB14.0 Serviced 30 May 2015 09:57  
MB15.0 Serviced 30 May 2015 09:58  
MB7.0 Serviced 30 May 2015 09:50  
MB8.0 Serviced 30 May 2015 09:51

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?

NO

Thank you for your business  
GST/TPS 88509 7642 RT0001 / PST/TVP  
30 May 2015 03:15



Service Detail Report

Q E THEATRE  
Service Location 9204  
Service Item WO 7607075  
Start Date 30 May 2015 09:37

Service Address  
649 CAMBIE ST  
VANCOUVER, V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER, V6B 0L5

Service Contact  
STAGE DOOR  
(604) 665-3050

Service Accepted By

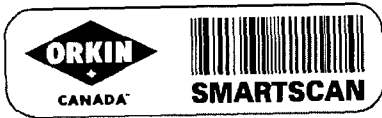
jason

30 May 2015 10:15

Service Performed By

  
CHAD ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

30 May 2015 10:15  
184307



Service Exception Report

ORPHEUM THEATRE  
Service Location 9198  
Service Item WO 7844701  
Start Date 07 Aug 2015 11:15

Service Address  
884 GRANVILLE ST  
VANCOUVER , V6Z 1K3

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
STAGE DOOR(SEYMOUR)  
PH: (604) 665-3035



Service Exception Report

ORPHEUM THEATRE  
Service Location 9198  
Service Item WO 7946184  
Start Date 11 Sep 2015 08:43

Service Address  
884 GRANVILLE ST  
VANCOUVER , V6Z 1K3

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
STAGE DOOR(SEYMOUR)  
PH: (604) 665-3035

Service Accepted By

jamie

07 Aug 2015 11:48

Service Accepted By

jamie

11 Sep 2015 09:18

Service Performed By

JASON JUNG (03109)  
Applicator license 168652888  
VANCOUVER(031) PH: (604) 434-6641

07 Aug 2015 11:49  
168652888

Service Performed By

JASON JUNG (03109)  
Applicator license 168652888  
VANCOUVER(031) PH: (604) 434-6641

11 Sep 2015 09:18  
168652888

Service information recorded this visit

Service(s) Performed

1 Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

6 Serviced  
1 Serviced With Detail Recorded  
7 Total Devices

Service Detail

INTERIOR

INTERIOR

S1.0 Serviced 07 Aug 2015 11:32

- Recommendation
- Sanitation
- Clean floor
- Maintain high sanitation level in the BAR and coffee concessions.
- Recommendation
- Structural Maintenance
- Keep Door Closed when not in use
- Recommendation
- Structural Maintenance
- Repair Door gap
- Recommendation
- other
- Cover holes and gaps in the building

Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

6 Serviced  
1 Serviced With Detail Recorded  
7 Total Devices

Service Detail

INTERIOR

INTERIOR

S1.0 Serviced 11 Sep 2015 09:14

- Recommendation
- Sanitation
- Clean floor
- Keep interior of theater clean
- Recommendation
- Structural Maintenance
- Keep Door Closed when not in use
- Recommendation
- Structural Maintenance
- Repair Door gap
- Recommendation
- other
- Cover holes and gaps in the theatre.



Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

4 Serviced  
5 Serviced With Detail Recorded  
9 Total Devices

Service Detail

INTERIOR

BAR

G1.0 Serviced 26 Sep 2015 11:29  
G2.0 Serviced 26 Sep 2015 11:29  
Structural Maintenance  
Door Seals  
needs replacing - Customer's action required  
door sweep needed on the play house fire exit doors

G3.0 Serviced 26 Sep 2015 11:29  
T8.0 Serviced 26 Sep 2015 11:30

PLAYHOUSE

B2.0 Serviced 26 Sep 2015 11:33  
S1. Serviced 26 Sep 2015 11:31

Sanitation  
Debris Present  
Remove Trash/Litter  
please be sure to clean all the trash from under the bars

SALES OFFICE

T5.0 Missed 26 Sep 2015 11:37

Missed  
Inaccessible  
Customer Restriction  
door was locked

T6.0 Missed 26 Sep 2015 11:37

Missed  
Inaccessible  
Customer Restriction

T7.0 Missed 26 Sep 2015 11:37

Missed  
Inaccessible  
Customer Restriction

EXTERIOR

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?  
No

Thank you for your business  
GST/TPS 88509 7642 RT0001 / PST/TVP  
26 Sep 2015 05:54



Service Detail Report

VANCOUVER PLAYHOUSE  
Service Location 2041  
Service Item WO 7927879  
Start Date 26 Sep 2015 11:27

Service Address  
649 CAMBIE ST  
VANCOUVER , V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
ROSA  
PH: (604) 665-3050

Service Accepted By

jason

26 Sep 2015 12:54

Service Performed By

CHAD-ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

26 Sep 2015 12:54  
184307

Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

19 Serviced  
4 Serviced With Detail Recorded  
23 Total Devices



Service Detail

INTERIOR

BSMT

G1.0 Serviced 26 Sep 2015 11:49  
 MB1.0 Serviced 26 Sep 2015 11:44  
 Activity  
 Treated Per Scope  
 3 x BAIT BEING EATEN (HIGH)  
 50 Gram RAT XB (15795)  
 Percentage: .005

MB2.0 Serviced 26 Sep 2015 11:50  
 MB3.0 Serviced 26 Sep 2015 11:53  
 MB4.0 Serviced 26 Sep 2015 12:08  
 MB5.0 Serviced 26 Sep 2015 12:09  
 MB6.0 Serviced 26 Sep 2015 12:11  
 T1.0 Serviced 26 Sep 2015 11:46  
 T2.0 Serviced 26 Sep 2015 11:46  
 T3.0 Serviced 26 Sep 2015 11:47  
 T4.0 Serviced 26 Sep 2015 12:07  
 T5.0 Serviced 26 Sep 2015 12:08  
 T6.0 Missed 26 Sep 2015 12:12  
 Missed  
 Other  
 missing

STAIRWAYS

S3. Serviced 26 Sep 2015 12:11

RESTAURANT

MB9.0 Serviced 26 Sep 2015 12:18  
 CKSTAGE AREAS

MB10.0 Serviced 26 Sep 2015 12:17  
 Structural Maintenance  
 Door Seals  
 needs replacing - Customer's action required  
 door sweeps needed on the bay doors

MB11.0 Serviced 26 Sep 2015 12:18  
 MB12.0 Serviced 26 Sep 2015 12:19  
 MB13.0 Serviced 26 Sep 2015 12:19  
 MB14.0 Serviced 26 Sep 2015 12:21  
 MB15.0 Serviced 26 Sep 2015 12:21  
 MB7.0 Serviced 26 Sep 2015 12:14  
 Activity  
 Treated Per Scope  
 1 x BAIT BEING EATEN (LOW)

MB8.0 Serviced 26 Sep 2015 12:16

Service Detail Report

Q E THEATRE  
Service Location 9204  
Service Item WO 7975448  
Start Date 26 Sep 2015 11:38

Service Address  
649 CAMBIE ST  
VANCOUVER , V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact  
STAGE DOOR  
PH: (604) 665-3050

Service Accepted By

jason

26 Sep 2015 12:50

Service Performed By

CHAV ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

26 Sep 2015 12:50  
184307

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?

No

Thank you for your business  
GST/TPS 88509 7642 RT0001 / PST/TVP  
26 Sep 2015 05:51



Service Detail Report

VANCOUVER PLAYHOUSE
Service Location 2041
Service Item W0 7622463
Start Date 30 May 2015 09:24

Service Address 649 CAMBIE ST VANCOUVER, V5Y 1V4
Billing Address PO BOX 7757 349 WEST GEORGIA VANCOUVER, V6B 0L5
Service Contact ROSA PH: (604) 665-3050

Service Accepted By

Handwritten signature of Jason

jason 30 May 2015 10:13

Service Performed By

Handwritten signature of Chad Anderson

CHAD ANDERSON (03111) 30 May 2015 10:13
Applicator License 184307
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

7 Serviced
5 Serviced With Detail Recorded
5 Total Devices

Service Detail

INTERIOR
BAR
G1.0 Serviced 30 May 2015 09:29
G2.0 Serviced 30 May 2015 09:27
Activity
Treated Per Scope
1 x House mouse
Structural Maintenance
Door Seals
needs replacing - Customer's action required
salon fire exit doors need door sweeps as soon as possible
G3.0 Serviced 30 May 2015 09:28
Recommendation
Sanitation
Rodent Droppings - Clean as per company S.O.P.
please clean the mouse dropping off the floor in the salon folding wall closet
T8.0 Serviced 30 May 2015 09:29
PLAYHOUSE
B2.0 Serviced 30 May 2015 09:34
S1. Serviced 30 May 2015 09:30
SALES OFFICE



Service Exception Report

ORPHEUM THEATRE
Service Location 9198
Service Item W0 7672331
Start Date 08 May 2015 09:07

Service Address 88 GRANVILLE ST VANCOUVER, V6Z 1K3
Billing Address PO BOX 7757 349 WEST GEORGIA VANCOUVER, V6B 0L5
Service Contact STAGE DOOR(SEYMOUR) PH: (604) 665-3035

Service Accepted By

Handwritten signature of Steve

steve 08 May 2015 09:48

Service Performed By

Handwritten signature of Jason Jung

JASON JUNG (03109) 08 May 2015 09:48
Applicator License 168652888
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

6 Serviced
1 Serviced With Detail Recorded
7 Total Devices

Service Detail

INTERIOR
INTERIOR
S1.0 Serviced 08 May 2015 09:45
Recommendation
Sanitation
Clean floor
Keep interior of theater clean
Recommendation
Structural Maintenance
Keep Door Closed when not in use
Recommendation
Structural Maintenance
Repair Door gap at all exterior doors, where has gaps under & between doors.
Recommendation
other
Cover holes and gaps in the building

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?

No



Service Exception Report

ORPHEUM THEATRE
Service Location 9198
Service Item WO 7554446
Start Date 09 Apr 2015 09:59

Service Address: 884 GRANVILLE ST VANCOUVER, V6Z 1K3
Billing Address: PO BOX 7757 349 WEST GEORGIA VANCOUVER, V6B 0L5

Service Contact: STAGE DOOR(SEYMOUR) PH: (604) 665-3035

Service Accepted By

steve 09 Apr 2015 10:40

Service Performed By

JASON JUNG (03109) 09 Apr 2015 10:41
Applicator License 168652888
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

6 Serviced
1 Serviced With Detail Recorded
7 Total Devices

Service Detail

INTERIOR
INTERIOR
S1.0 Serviced 09 Apr 2015 10:32
Recommendation
Sanitation
Clean floor
Maintain high sanitation level in the service counter areas.
Recommendation
Structural Maintenance
Keep Door Closed when not in use
Recommendation
Structural Maintenance
Repair Door gap
Recommendation
other
Cover holes and gaps in the building

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?
NO

Thank you for your business



Service Detail Report

VANCOUVER PLAYHOUSE
Service Location 2041
Service Item WO 7576868
Start Date 25 Apr 2015 09:07

Service Address: 649 CAMBIE ST VANCOUVER, V5Y 1V4
Billing Address: PO BOX 7757 349 WEST GEORGIA VANCOUVER, V6B 0L5
Service Contact: ROSA PH: (604) 665-3050

Service Accepted By

jason 25 Apr 2015 10:34

Service Performed By

CHAD ANDERSON (03111) 25 Apr 2015 10:35
Applicator License 184307
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

7 Serviced
2 Serviced With Detail Recorded
9 Total Devices

Service Detail

INTERIOR
BAR
G1.0 Serviced 25 Apr 2015 09:11
G2.0 Serviced 25 Apr 2015 09:09
Structural Maintenance
Door Seals
needs replacing - Customer's action required
door sweeps needed on the fire exit doors of the playhouse
G3.0 Serviced 25 Apr 2015 09:11
Recommendation
Sanitation
Rodent Droppings - Clean as per company S.O.P.
please clean the mouse droppings off the floor or in the closet for the folding walls
T8.0 Serviced 25 Apr 2015 09:13
PLAYHOUSE
B2.0 Serviced 25 Apr 2015 09:16
S1. Serviced 25 Apr 2015 09:14
SALES OFFICE
T5.0 Serviced 25 Apr 2015 09:29
T6.0 Serviced 25 Apr 2015 09:29
T7.0 Serviced 25 Apr 2015 09:41



Service Detail Report

VANCOUVER PLAYHOUSE
Service Location 2041
Service Item WO 7716179
Start Date 20 Jun 2015 07:39

Service Address 600 CAMBIE ST
VANCOUVER, V5Y 1V4
Billing Address PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5
Service Contact ROSA
PH: (604) 665-3050

Service Accepted By

jason 20 Jun 2015 08:30

Service Performed By

CHAD ANDERSON (03111) 20 Jun 2015 08:30
Applicator License 184307
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 470000132 (Sep 01, 2012)

Service Summary

8 Serviced
1 Serviced With Detail Recorded
9 Total Devices

Service Detail

INTERIOR
BAR
G1.0 Serviced 20 Jun 2015 07:42
G2.0 Serviced 20 Jun 2015 07:40
Structural Maintenance
Door Seals
needs replacing - Customer's action required
door sweeps needed on the swing doors to the
kitchen in the playhouse
G3.0 Serviced 20 Jun 2015 07:41
T8.0 Serviced 20 Jun 2015 07:42
PLAYHOUSE
B2.0 Serviced 20 Jun 2015 07:46
S1. Serviced 20 Jun 2015 07:45
SALES OFFICE
T5.0 Serviced 20 Jun 2015 07:44
T6.0 Serviced 20 Jun 2015 07:44
T7.0 Serviced 20 Jun 2015 07:43
EXTERIOR

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?



Service Exception Report

ORPHEUM THEATRE
Service Location 9198
Service Item WO 7723107
Start Date 12 Jun 2015 10:55

Service Address 884 GRANVILLE ST
VANCOUVER, V6Z 1K3
Billing Address PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5
Service Contact STAGE DOOR(SEYMOUR)
PH: (604) 665-3035

Service Accepted By

steve 12 Jun 2015 11:21

Service Performed By

JASON JUNG (03109) 12 Jun 2015 11:21
Applicator License 168652888
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 470000132 (Sep 01, 2012)

Service Summary

6 Serviced
1 Serviced With Detail Recorded
7 Total Devices

Service Detail

INTERIOR
INTERIOR
S1.0 Serviced 12 Jun 2015 11:14
Recommendation
Structural Maintenance
Repair Door gap
at all exterior doors without any gaps.
Recommendation
Structural Maintenance
Keep Door Closed when not in use
Recommendation
Sanitation
Clean floor
Keep interior of building clean

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?
NO

Thank you for your business
GST/TPS 88509 7642 RT0001 / PST/TVP
12 Jun 2015 04:21

Service information recorded this visit

Service(s) Performed

Pest Control  
 PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

19 Serviced  
 4 Serviced With Detail Recorded  
 23 Total Devices

Service Detail

INTERIOR

BSMT

G1.0 Serviced 20 Jun 2015 08:04  
 MB1.0 Serviced 20 Jun 2015 07:56  
 MB2.0 Serviced 20 Jun 2015 07:59  
 MB3.0 Serviced 20 Jun 2015 08:00  
 MB4.0 Serviced 20 Jun 2015 08:01  
 MB5.0 Serviced 20 Jun 2015 08:02  
 MB6.0 Serviced 20 Jun 2015 08:05  
 T1.0 Serviced 20 Jun 2015 07:59  
 T2.0 Serviced 20 Jun 2015 07:58  
 T3.0 Serviced 20 Jun 2015 07:58  
 T4.0 Serviced 20 Jun 2015 08:00  
 T5.0 Serviced 20 Jun 2015 08:00  
 T6.0 Serviced 20 Jun 2015 08:00

STAIRWAYS

S3. Serviced 20 Jun 2015 08:04  
 Structural Maintenance  
 Door Seals  
 needs replacing - Customer's action required  
 door sweeps needed on the fire exit doors

RESTAURANT

MB9.0 Serviced 20 Jun 2015 08:12  
 Structural Maintenance  
 Door Seals  
 needs replacing - Customer's action required  
 all the bay doors need door sweep added to them to cover up the gaps on the door

BACKSTAGE AREAS

MB10.0 Serviced 20 Jun 2015 08:11  
 MB11.0 Serviced 20 Jun 2015 08:13  
 MB12.0 Serviced 20 Jun 2015 08:13  
 Sanitation  
 Other  
 please don't leave fruit out on the table in  
 this heat it attract fruit fly activity  
 MB13.0 Serviced 20 Jun 2015 08:14  
 MB14.0 Serviced 20 Jun 2015 08:14  
 MB15.0 Serviced 20 Jun 2015 08:16

CH ANDERSON (0311)  
 App.icator License  
 VANCOUVER(031) PH: (604) 434-6641  
 184307  
 20 Jun 2015 08:33

Service Performed By

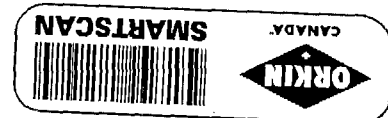
Jason

Service Accepted By

Service Address  
 649 CAMBIE ST  
 VANCOUVER, V5Y 1V4  
 Billing Address  
 PO BOX 7757  
 349 WEST GEORGIA  
 VANCOUVER, V6B 0L5  
 Service Contact  
 STAGE DOOR  
 PH: (604) 665-3050

Service Location 9204  
 Service Item W0 7688935  
 Start Date 20 Jun 2015 07:47

Service Detail Report





Service Detail Report

Q E THEATRE RESTAURANT
Service Location 9180
Service Item WO 7674800
Start Date 30 May 2015 09:08

Service Address
649 CAMBIE ST
VANCOUVER, V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
ROSA 968-7831
PH: (604) 665-3050

Service Detail Report

Q E THEATRE RESTAURANT
Service Location 9180
Service Item WO 7726685
Start Date 20 Jun 2015 07:14

Service Address
649 CAMBIE ST
VANCOUVER, V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
ROSA 968-7831
PH: (604) 665-3050

Service Accepted By

[Signature]

jason 30 May 2015 10:11

Service Performed By

[Signature]
CHAD ANDERSON (03111)
Applicator License
VANCOUVER(031) PH: (604) 434-6641

30 May 2015 10:11
184307

Service Accepted By

[Signature]

jason 20 Jun 2015 08:27

Service Performed By

[Signature]
CHAD ANDERSON (03111)
Applicator License
VANCOUVER(031) PH: (604) 434-6641

20 Jun 2015 08:27
184307

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

15 Serviced
3 Serviced With Detail Recorded
18 Total Devices

Service Detail

INTERIOR
BAR
T1.0 Serviced 30 May 2015 09:15
COMMON AREAS
Sanitation 30 May 2015 09:22
Spillage
Dry
please clean the spillage of the booze on the floor in the bottle recycling room
EXTERIOR
B1.0 Serviced 30 May 2015 10:00
B2.0 Serviced 30 May 2015 10:05
B3.0 Serviced 30 May 2015 10:03
B4.0 Serviced 30 May 2015 10:06
EXTERIOR
B1.0 Serviced 30 May 2015 10:05
B2.0 Serviced 30 May 2015 10:04
B3.0 Serviced 30 May 2015 10:05
Activity
Treated Per Scope

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

15 Serviced
3 Serviced With Detail Recorded
18 Total Devices

Service Detail

INTERIOR
BAR
T1.0 Serviced 20 Jun 2015 07:27
COMMON AREAS
S3. Serviced 20 Jun 2015 07:31
EXTERIOR
B1.0 Serviced 20 Jun 2015 08:17
B2.0 Serviced 20 Jun 2015 08:22
0 Serviced 20 Jun 2015 08:20
0 Serviced 20 Jun 2015 08:23
EXTERIOR
B1.0 Serviced 20 Jun 2015 08:22
B2.0 Serviced 20 Jun 2015 08:21
B3.0 Serviced 20 Jun 2015 08:22
B4.0 Serviced 20 Jun 2015 08:18
B5.0 Serviced 20 Jun 2015 08:25
Sanitation
Debris Present
Remove Trash/Litter
please clean up the loose trash off the ground around the dumpster
WL1.0 Serviced 20 Jun 2015 07:36
Structural Maintenance

Service information recorded this visit



Service Detail Report

Q E THEATRE RESTAURANT
Service Location 9180
Service Item W0 7250895
Start Date 20 Dec 2014 10:30

Service Address
649 CAMBIE ST
VANCOUVER , V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER , V6B 0L5

Service Contact
ROSA 968-7831
PH: (604) 665-3050

Service Accepted By

Handwritten signature of Jason

jason 20 Dec 2014 12:26

Service Performed By

Handwritten signature of Chad Anderson

CHAD ANDERSON (03111) 20 Dec 2014 12:26
Applicator License 184307
VANCOUVER(031) PH: (604) 434-6641

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

11 Serviced
7 Serviced
18 Total Devices

Service Detail

EXTERIOR
EXTERIOR
B1.0 Serviced 20 Dec 2014 12:10
Activity
Treated Per Scope
3 x BAIT BEING EATEN (HIGH)
180 Gram CONTRAC BLOX 18 LBS PAIL (22239)
Lot Number: 24122 Percentage: .005
B2.0 Serviced 20 Dec 2014 12:08
B3.0 Serviced 20 Dec 2014 12:13
Activity
Treated Per Scope
3 x BAIT BEING EATEN (HIGH)
180 Gram CONTRAC BLOX 18 LBS PAIL (22239)
Lot Number: 24122 Percentage: .005
B4.0 Serviced 20 Dec 2014 12:05
B5.0 Serviced 20 Dec 2014 12:14
WL1.0 Missed 20 Dec 2014 11:44
Missed
Other
no key for the room
WL1.0 Serviced 20 Dec 2014 11:36
Sanitation
Debris Present
Remove Trash/Litter
please clean the loose trash that is under
ice machine
WL2.0 Serviced 20 Dec 2014 11:42
WL2.0 Serviced 20 Dec 2014 11:36
WL3.0 Serviced 20 Dec 2014 11:43
WL3.0 Serviced 20 Dec 2014 11:34
WL4.0 Serviced 20 Dec 2014 11:42
WL4.0 Remove Device 20 Dec 2014 12:14
INTERIOR
EXTERIOR
B1.0 Serviced 20 Dec 2014 12:05
B2.0 Serviced 20 Dec 2014 12:12
Structural Maintenance
Door Seals
needs replacing - Customer's action required
bay doors need new sweeps put on
90 Gram CONTRAC BLOX 18 LBS PAIL (22239)
Lot Number: 24122 Percentage: .005
B3.0 Serviced 20 Dec 2014 12:07
Activity
Treated Per Scope
3 x BAIT BEING EATEN (HIGH)
B4.0 Serviced 20 Dec 2014 12:13
BAR
KITCHEN
COMMON AREAS
S3. Serviced 20 Dec 2014 11:40
Sanitation
Other
please do not leave dirty dishes out please
ash and put away
WAS THERE EXTERIOR USE OF
INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?
NO



Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

23 Serviced  
4 Serviced With Detail Recorded  
27 Total Devices

Service Detail

INTERIOR

INTERIOR  
BAR

S1. Remove Device 21 Feb 2015 08:59

RECEIVING

BSMT

G1.0 Serviced 21 Feb 2015 08:43

Sanitation

Debris Present  
remove Trash/Litter

please remove the chewed up news paper under  
the sink in the employes lunch room

MB1.0 Serviced 21 Feb 2015 08:35

MB2.0 Serviced 21 Feb 2015 08:40

MB3.0 Serviced 21 Feb 2015 08:46

MB4.0 Serviced 21 Feb 2015 08:50

MB5.0 Serviced 21 Feb 2015 08:52

MB6.0 Serviced 21 Feb 2015 08:56

Activity

Treated Per Scope

3 x CLOTH MOTHS

T1.0 Serviced 21 Feb 2015 08:36

T2.0 Serviced 21 Feb 2015 08:38

T3.0 Serviced 21 Feb 2015 08:39

T4.0 Serviced 21 Feb 2015 08:47

T5.0 Serviced 21 Feb 2015 08:51

T6.0 Serviced 21 Feb 2015 08:49

LOBBY

S4. Remove Device 21 Feb 2015 08:59

STAIRWAYS

S3. Serviced 21 Feb 2015 08:53

HALLWAYS

S2. Serviced 21 Feb 2015 08:46

RESTAURANT

MB9.0 Serviced 21 Feb 2015 09:08

S1. Remove Device 21 Feb 2015 08:59

BACKSTAGE AREAS

MB10.0 Serviced 21 Feb 2015 09:10

Structural Maintenance

Door Seals

needs replacing - Customer's action required  
bay door need new door sweeps there is holes

in all the seals

MB11.0 Serviced 21 Feb 2015 09:12

MB12.0 Serviced 21 Feb 2015 09:14

MB13.0 Serviced 21 Feb 2015 09:15

MB14.0 Serviced 21 Feb 2015 09:17

MB15.0 Serviced 21 Feb 2015 09:19

Structural Maintenance

Door Seals

needs replacing - Customer's action required  
door sweep needed on the exit door leading f

or back stage bay doors to check in in back  
entrence

MB7.0 Serviced 21 Feb 2015 09:03

MB8.0 Serviced 21 Feb 2015 09:04



Service Detail Report

Q E THEATRE  
Service Location 9204  
Service Item WO 7440525  
Start Date 21 Feb 2015 08:29

Service Address  
649 CAMBIE ST  
VANCOUVER, V5Y 1V4

Billing Address  
PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER, V6B 0L5

Service Contact  
STAGE DOOR  
PH: (604) 665-3050

Service Accepted By

jason

21 Feb 2015 09:54

Service Performed By

CHAD ANDERSON (03111)  
Applicator License  
VANCOUVER(031) PH: (604) 434-6641

21 Feb 2015 09:54  
184307

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?

NO

Thank you for your business  
GST/TPS 88509 7642 RT0001 / PST/TVP  
21 Feb 2015 01:54



Service Detail Report

VANCOUVER PLAYHOUSE
Service Location 2041
Service Item WO 7433113
Start Date 21 Feb 2015 08:06

Service Address
649 CAMBIE ST
VANCOUVER, V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
NASA
(604) 665-3050

Service Accepted By

jason 21 Feb 2015 09:57

Service Performed By

CHAD ANDERSON (03111) 21 Feb 2015 09:57
Applicator License 184307
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

4 Serviced
4 Serviced With Detail Recorded
8 Total Devices

Service Detail

INTERIOR
PARTITION CLOSET
BAR
G1.0 Serviced 21 Feb 2015 08:14
Sanitation
Debris Present
Remove Trash/Litter
please clean the trash off the floor in the
playhouse under bar
G2.0 Serviced 21 Feb 2015 08:12
Structural Maintenance
Door Seals
needs replacing - Customer's action required
door sweep needed on the door leading into t
he playhouse kitchen
G3.0 Serviced 21 Feb 2015 08:22
Recommendation
Sanitation
Rodent Droppings - Clean as per company S.O
.P.
please clean up the rodent dropping off the
floor in the closet for the separation wall
in the playhouse
PLAYHOUSE
B2.0 Serviced 21 Feb 2015 08:28
S1. Serviced 21 Feb 2015 08:24
SALES OFFICE
T5.0 Serviced 21 Feb 2015 08:17
T6.0 Serviced 21 Feb 2015 08:18
T7.0 Serviced 21 Feb 2015 08:19
Sanitation
Other
please do not leave food out on the tables
FIRE EXIT HALL
KITCHEN
INTERIOR
CHANGE RM
A/V RM
EXTERIOR
GARBAGE AREA

WAS THERE EXTERIOR USE OF INSECTICIDE/HERBICIDE/FU
NGICIDE/MITICIDE?
NC

Thank you for your business
GST/TPS 88509 7642 RT0001 / PST/TVP
21 Feb 2015 01:57



Service Exception Report

ORPHEUM THEATRE
Service Location 9198
Service Item WO 7489271
Site 06 Mar 2015 09:28

Service Address
884 GRANVILLE ST
VANCOUVER, V6Z 1K3

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
STAGE DOOR(SEYMOUR)
PH: (604) 665-3035

Service Accepted By

[Handwritten signature]

jamie

06 Mar 2015 10:11

Service Performed By

[Handwritten signature]

JASON JUNG (03109)
Applicator License
VANCOUVER(031) PH: (604) 434-6641

06 Mar 2015 10:11
168652888

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 470000132 (Sep 01, 2012)

Service Summary

6 Serviced
1 Serviced With Detail Recorded
7 Total Devices

Service Detail

INTERIOR
INTERIOR

S1.0 Serviced 06 Mar 2015 10:03
Recommendation
Sanitation
Clean floor
Keep interior of building clean.
Recommendation
Structural Maintenance
Keep Door Closed when not in use
Recommendation
Structural Maintenance
Repair Door gap
Recommendation
other
Cover holes and gaps in the building

WAS THERE EXTERIOR USE OF
INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?

N

Service information recorded this visit

Service(s) Performed

Pest Control  
PO (EXP) 470000132 (Sep 01, 2012)

Service Summary

9 Serviced  
9 Serviced With Detail Recorded  
18 Total Devices

Service Detail

INTERIOR

BAR

T1.0 Serviced 21 Feb 2015 07:53

COMMON AREAS

S3.0 Serviced 21 Feb 2015 08:01

EXTERIOR

B1.0 Serviced 21 Feb 2015 09:23

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

Sanitation

Debris Present

Remove Trash/Litter

please clean the trash up in front of the me

dia club dumpster

90 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 24821 Percentage: .005

B2.0 Serviced 21 Feb 2015 09:30

B3.0 Serviced 21 Feb 2015 09:27

Activity

Treated Per Scope

3 x BAIT BEING EATEN (HIGH)

120 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 24821 Percentage: .005

B4.0 Serviced 21 Feb 2015 09:33

Activity

Treated Per Scope

3 x BAIT BEING EATEN (HIGH)

180 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 24821 Percentage: .005

KITCHEN

EXTERIOR

EXTERIOR

B1.0 Serviced 21 Feb 2015 09:30

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

B2.0 Serviced 21 Feb 2015 09:29

Activity

Treated Per Scope

1 x BAIT BEING EATEN (LOW)

60 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 24821 Percentage: .005

B3.0 Serviced 21 Feb 2015 09:31

B4.0 Serviced 21 Feb 2015 09:26

Activity

Treated Per Scope

3 x BAIT BEING EATEN (HIGH)

180 Gram CONTRAC BLOX 18 LBS PAIL (22239)

Lot Number: 24821 Percentage: .005

B5.0 Serviced 21 Feb 2015 09:34

WL1.0 Serviced 21 Feb 2015 08:05

Sanitation

Spillage

Wet

please clean up the excess pop and other liq  
uids off the floor in the bottle recycling r  
oom

WL1.0 Serviced 21 Feb 2015 07:46

Sanitation

Debris Present

Remove Trash/Litter

please clean the trash from under the ice ma  
chine in the west coffe bar

WL2.0 Serviced 21 Feb 2015 07:51

WL2.0 Serviced 21 Feb 2015 07:57

Activity

Treated Per Scope

1 x CLOTH MOTHS

WL3.0 Serviced 21 Feb 2015 07:55

WL3.0 Serviced 21 Feb 2015 07:53

WL4.0 Serviced 21 Feb 2015 07:58



Service Detail Report

Q E THEATRE RESTAURANT

Service Location 9180

Service Item WO 7421804

Start Date 21 Feb 2015 07:40

Service Address

649 CAMBIE ST  
VANCOUVER , V5Y 1V4

Billing Address

PO BOX 7757  
349 WEST GEORGIA  
VANCOUVER , V6B 0L5

Service Contact

ROSA 968-7831  
PH: (604) 665-3050

Service Accepted By

jason

21 Feb 2015 09:50

Service Performed By

CHAD ANDERSON (03111)

Applicator License

VANCOUVER(031) PH: (604) 434-6641

21 Feb 2015 09:51

184307



Service Exception Report

ORPHEUM THEATRE
Service Location 9198
Service Item W0 7381725
Start Date 09 Jan 2015 09:42

Service Address
867 GRANVILLE ST
VANCOUVER, V6Z 1K3

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
STAGE DOOR(SEYMOUR)
PH: (604) 665-3035

Service Accepted By

[Signature]

allan 09 Jan 2015 10:27

Service Performed By

[Signature]

JASON JUNG (03109) 09 Jan 2015 10:27
Applicator License 168652888
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

6 Serviced
1 Serviced With Detail Recorded
7 Total Devices

Service Detail

INTERIOR
INTERIOR
S1.0 Serviced 09 Jan 2015 10:25
Recommendation
other
Cover holes and gaps in the building.
Recommendation
Structural Maintenance
Keep Door Closed when not in use
Recommendation
Structural Maintenance
Repair Door gap
Recommendation
Sanitation
Clean floor
Keep interior of bldg.clean.

WAS THERE EXTERIOR USE OF
INSECTICIDE/HERBICIDE/FUNGICIDE/MITICIDE?
NO

Thank you for your business



Service Detail Report

VANCOUVER PLAYHOUSE
Service Location 2041
Service Item W0 7250899
Start Date 20 Dec 2014 11:45

Service Address
649 CAMBIE ST
VANCOUVER, V5Y 1V4

Billing Address
PO BOX 7757
349 WEST GEORGIA
VANCOUVER, V6B 0L5

Service Contact
ROSA
PH: (604) 665-3050

Service Accepted By

[Signature]

jason 20 Dec 2014 12:28

Service Performed By

[Signature]
CHAD ANDERSON (03111)
Applicator License
VANCOUVER(031) PH: (604) 434-6641

20 Dec 2014 12:28
184307

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 4700000132 (Sep 01, 2012)

Service Summary

4 Remove Device
4 Missed
8 Total Devices

Service Detail

INTERIOR
KITCHEN
INTERIOR
A/V RM
PARTITIAN CLOSET
BAR
G1.0 Serviced 20 Dec 2014 11:47
G2.0 Serviced 20 Dec 2014 11:46
G3.0 Missed 20 Dec 2014 11:51
Missed
Due to Customer Restriction
PLAYHOUSE
S1. Serviced 20 Dec 2014 11:51
SALES OFFICE
T5.0 Missed 20 Dec 2014 11:49
Missed
Other
no keys
T6.0 Missed 20 Dec 2014 11:50
Missed
Other
no keys
T7.0 Missed 20 Dec 2014 11:50



Service Detail Report

Q E THEATRE
Service Location 9204
Service Item W0 7250896
Start Date 20 Dec 2014 11:53

Service Address: 649 CAMBIE ST, VANCOUVER, V5Y 1V4
Billing Address: PO BOX 7757, 349 WEST GEORGIA, VANCOUVER, V6B 0L5
Service Contact: STAGE DOOR, PH: (604) 665-3050

Service Accepted By

jason 20 Dec 2014 12:30

Service Performed By

CHAD ANDERSON (03111) 20 Dec 2014 12:30
Applicator License 184307
VANCOUVER(031) PH: (604) 434-6641

Service information recorded this visit

Service(s) Performed

Pest Control
PO (EXP) 470000132 (Sep 01, 2012)

Service Summary

3 Serviced
2 Serviced
5 Total Devices

Service Detail

INTERIOR
INTERIOR
BACKSTAGE AREAS
RECEIVING
BAR
S1. Serviced 20 Dec 2014 11:59
Sanitation
Other
please do not leave food on the tables
please put in a covered container or the fridge
BSMT
STAIRWAYS
S3. Serviced 20 Dec 2014 11:57
LOBBY
S4. Serviced 20 Dec 2014 12:01
HALLWAYS
S2. Serviced 20 Dec 2014 11:56
Sanitation
Water Issue
Mold Present
under the sink in the mens change room
please fix leak as soon as possible
RESTAURANT
S1. Serviced 20 Dec 2014 12:00

**Ref. No. 320007130957**

**CERTIFICATE OF INSURANCE**

Aon Reed Stenhouse Inc.  
5500 North Service Road  
Suite 402  
Burlington ON L7L 6W6  
tel 289-313-2600 fax 289-313-2601

Re: For Evidence of Insurance Purposes

**To Whom It May Concern**

Insurance as described herein has been arranged on behalf of the Insured named herein under the following policy(ies) and as more fully described by the terms, conditions, exclusions and provisions contained in the said policy(ies) and any endorsements attached thereto.

**Insured**

SVM Services Canada, Ltd dba Care Pest and Wildlife  
Control  
#1, 3888 North Fraser Way  
Burnaby, BC V5J 5H6

**Coverage**

<b>Commercial General Liability</b>	<b>Insurer</b>	Zurich Insurance Company Ltd	
Policy #	s.17(1)		
Effective	01-Jan-2015	Expiry	01-Jan-2016
Limits of Liability	Bodily Injury & Property Damage, Each Occurrence \$3,000,000 Products and Completed Operations, Aggregate \$6,000,000 Personal Injury \$3,000,000 Advertising Liability \$3,000,000 Employers Liability \$1,000,000 Tenant's Legal Liability - All Risks \$1,000,000 Non-Owned Automobile Liability \$1,000,000 Policy may be subject to a general aggregate and other aggregates where applicable		
<b>Automobile Owners Form</b>	<b>Insurer</b>	Zurich Insurance Company Ltd	
Policy #	s.17(1)		
Effective	01-Jan-2015	Expiry	01-Jan-2016
Limits of Liability	Third Party Liability - O.A.P.1 \$7,000,000 Civil Liability - Q.P.F.1 \$7,000,000 Third Party Liability - S.P.F. 1 \$7,000,000		

**Terms and / or Additional Coverage**

**THE POLICY CONTAINS A CLAUSE THAT MAY LIMIT THE AMOUNT PAYABLE  
OR, IN THE CASE OF AUTOMOBILE INSURANCE,  
THE POLICY CONTAINS A PARTIAL PAYMENT OF LOSS CLAUSE**



Ref. No. 320007130957

CERTIFICATE OF INSURANCE

Commercial General Liability

---

Products and Completed Operations  
Contingent EL  
Owners and Contractors Protective  
Cross Liability  
Contractual Liability

---

THIS CERTIFICATE CONSTITUTES A STATEMENT OF THE FACTS AS OF THE DATE OF ISSUANCE AND ARE SO REPRESENTED AND WARRANTED ONLY TO THE INSURED. OTHER PERSONS RELYING ON THIS CERTIFICATE DO SO AT THEIR OWN RISK.

Aon Reed Stenhouse Inc.

Dated : 06-January-2015  
Issued By : Lima,Ashley M  
Tel : 289-313-2659

*Ashley Lima*

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Ministry of  
Environment

Ministry of Environment

PESTICIDE USE LICENCE No. 20263

**SVM SERVICES CANADA LTD  
#1 3888 NORTH FRASER WAY**

**BURNABY BC V5J 5H6**

'Doing business as':  
**CARE PEST AND WILDLIFE CONTROL**

Primary Contact: PETER STEINFORT

Location:  
SUITE 2300 550 BURRARD STREET  
(LAWYER ADDRESS)  
VANCOUVER BC

Licence Category(ies)  
PESTICIDE USER - SERVICE  
STRUCTURAL - GENERAL

A Use Licensee shall ensure that every use the Licensee conducts involving pesticides, other than Excluded pesticides, is performed or supervised by a certified applicator.

Issued: 12-SEP-2013  
Expires: 01-APR-2018

Issued by authority of the Administrator  
*Integrated Pest Management Act*



**LICENCES & INSPECTIONS DEPARTMENT**

515 West 10th Avenue

Vancouver, BC Canada V5Z 4A8

Within Vancouver, phone: 3-1-1

Outside Vancouver, phone: 604-873-7000

Care Pest & Wildlife Control  
SVM Services Canada Ltd  
3888 North Fraser Way Unit 1  
Burnaby, BC CAN V5J 5H6

# 2015

Licence # 15-140127

## BUSINESS LICENCE

Issued November 05, 2014

Expires December 31, 2015

Business Licence Holder:  
SVM Services Canada Ltd

Business Type: PX - Pest Control/Exterminator

Business Trade Name:  
Care Pest & Wildlife Control

Located At: Unit 1-3888 North Fraser Way Burnaby BC V5J  
5H6

BL Renewal Fee \$133.00

Total Fee paid \$133.00

All employees must be eligible to work in Canada.

The above named is hereby licensed to carry on the business, trade, profession or other occupation stated herein. In issuing this licence the City does not represent or warrant compliance with other City of Vancouver by-laws. The licensee is responsible for ensuring compliance with all relevant by-laws of the City and additional approvals may be required provincially or federally. If this licence has been issued in conjunction with a time-limited Development Permit, this licence will not be valid if the Development Permit has expired and has not been extended. This licence must be posted upon the licensed premise and is valid at this address only.



WORKING TO MAKE A DIFFERENCE

**Assessment Department**

**Mailing Address**

PO Box 5350  
Station Terminal  
Vancouver BC V6B 5L5

**Location**

6951 Westminster Highway  
Richmond BC  
V7C 1C6  
www.worksafebc.com

**Clearance Section**

Telephone 604 244 6380  
Toll Free within Canada  
1 888 922 2768  
Fax 604 244 6390

Terminix Canada  
1-3888 North Fraser Way  
BURNABY, BC V5J 5H6

December 16, 2015

**Person/Business : SVM SERVICES CANADA, LTD  
CARE PEST & WILDLIFE CONTROL  
917317 AQ(003)**

This letter provides clearance information for the purposes of Section 51 of the *Workers Compensation Act*.

We confirm that the above-referenced firm is active, in good standing, and has met WorkSafeBC's criteria for advance clearance. Accordingly, if the addressee on this letter is the prime contractor, the addressee will not be held liable for the amount of any assessment payable for work undertaken by the above-referenced firm to **January 01, 2016**.

This firm has had continuous coverage with us since September 01, 2013.

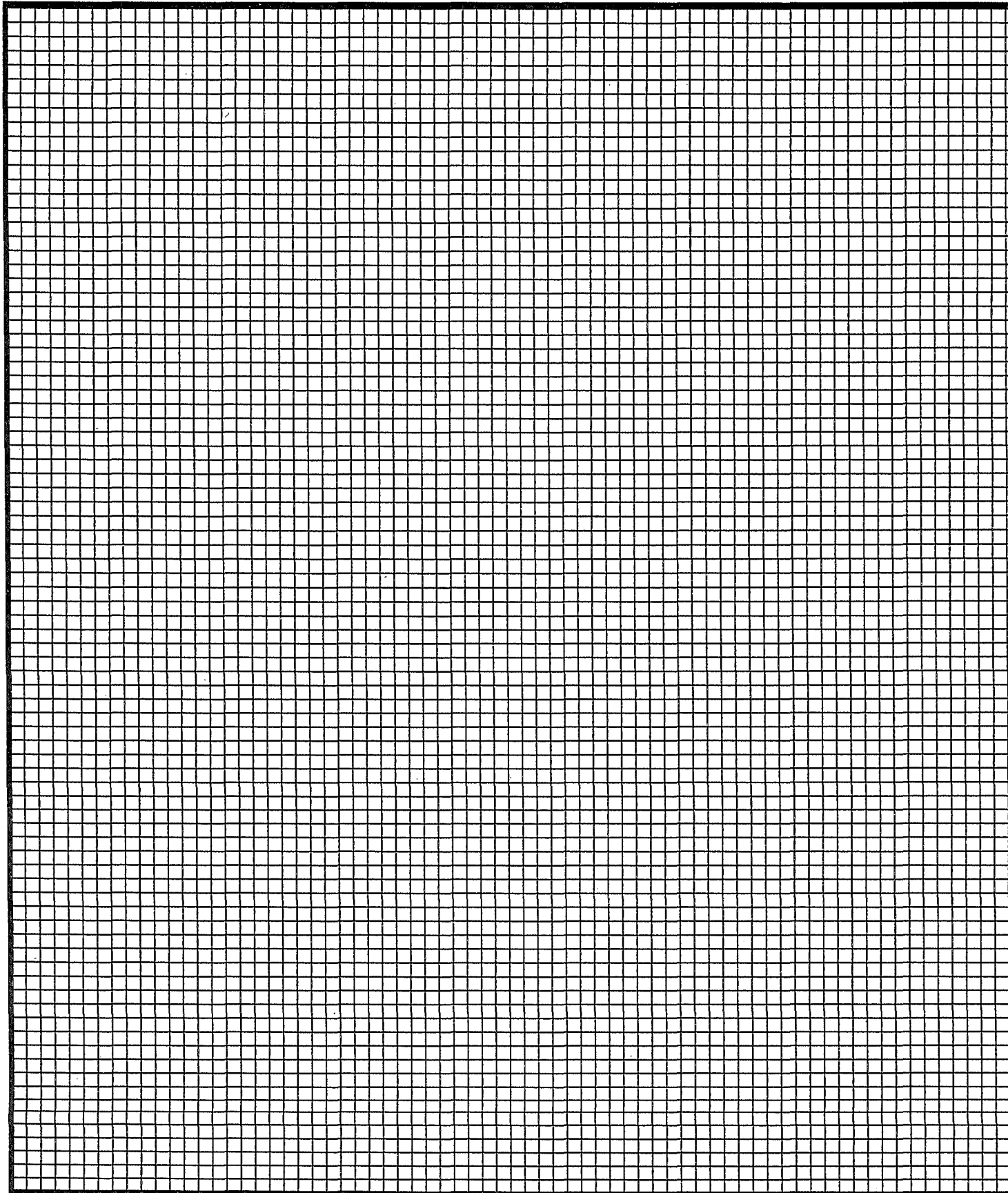
Employer Service Centre  
Assessment Department

**Clearance Reference # : C128678293**  
CLRAAA

**For more information about Section 51 and clearance letters visit [WorkSafeBC.com](http://WorkSafeBC.com)**

*Please refer to your account number in your correspondence or when contacting the Assessment Department.*

**To alter this document constitutes fraud.**



## Lynden, Jason

---

**From:** Winstanley, Dave  
**Sent:** Monday, February 29, 2016 9:56 AM  
**To:** Lynden, Jason  
**Subject:** FW: Mice

Hi Jason

Please see note below RE: mouse sightings this weekend.

Thanks  
Dave W

**From:** Dan Paterson [<mailto:dpaterson@vancouveropera.ca>]  
**Sent:** Monday, February 29, 2016 9:43 AM  
**To:** Winstanley, Dave; Tom Wright  
**Subject:** Mice

Good Morning Dave,

I wanted to let you know that the mice situation has become quite a bit more noticeable in the QET. Last night during rehearsal I witnessed several mice running throughout the auditorium. Also one of our singers witnessed a mouse in his dressing room.

If we could get some traps in the dressing rooms that would be appreciated.

Many thanks,

~Dan

--

Dan Paterson  
Technical Director  
Vancouver Opera  
1945 McLean Drive  
Vancouver, BC  
V5N 3J7  
(604)331-4822 - Direct  
(604)968-3660 - Mobile



# PEST SIGHTING LOG

## Terminix Manager's Review of Facility

## Service Information

DATE	TIME	MANAGER	CUSTOMER	SERVICE DAYS
			SERVICE FREQUENCY	SERVICE PROFESSIONAL
			PRIMARY CONTACT	MONTH
			TERMINIX PHONE	YEAR

### TO HELP US SERVE YOU BETTER, PLEASE RECORD ALL OBSERVATIONS OF INSECT AND RODENT ACTIVITY

PLACE THIS LOG IN A BINDER AT A CENTRAL OFFICE WHERE THE TERMINIX SERVICE PROFESSIONAL CAN CONSULT IT. YOUR SERVICE PROFESSIONAL WILL RECORD THE SERVICE DATE AFTER THE PROBLEM AREA HAS BEEN SERVICED.

DATE CALL PLACED TO TERMINIX	LOCATION TYPE OF PEST ACTIVITY	OBSERVER'S NAME	DATE SERVICED	TECHNICIAN'S INITIALS
JAN 20, 2016	QET GREEN ROOM			
COMMENTS: DROPPINGS FOUND UNDER ALL COUCH CUSHIONS, MICE SITES RUNNING UNDERNEATH.				
Jan 28, 2016	West Capp.	W		
COMMENTS: witnessed mouse run from W. Capp. entrance to underneath stairs in west lobby.				
Feb 27 3/16	Chorus Rm #2			
COMMENTS: Saw mouse run from bathroom door along south wall + under couch. Checked under couch but lost sight of it.				
March 10	Ladies Chorus Room			
COMMENTS: Ladies Chorus Room running through				
March 12	Crew Room	W		
COMMENTS: Mouse in Sink - checking out plates				
March 20	QET SALON	MANDI		(T)
COMMENTS: AGGRESSIVE (NOT AFRAID OF PEOPLE) RUNNING AROUND SALON				
April 28	East Capp. Station			
COMMENTS: <del>Sight</del> Saw the mouse went inside pillar from east Capp.				
COMMENTS:				
COMMENTS:				
COMMENTS:				
COMMENTS:				

# CONTRAC<sup>®</sup> All-Weather Blox

Material Safety Data Sheet

DATE ISSUED: January 2015

## SECTION 1 - CHEMICAL PRODUCT AND COMPANY IDENTIFICATION

<b>Company Name:</b> BELL LABORATORIES, INC. 3699 Kinsman Blvd. Madison, WI 53704 U.S.A.			
<b>Company Phone No.:</b> (608) 241-0202		<b>Emergency Phone No.:</b> 952-852-4636	
<b>Product Name:</b> CONTRAC <sup>®</sup> ALL-WEATHER BLOX (Commercial)		<b>Product Use:</b> Anticoagulant Rodenticide	<b>Formulation:</b> Formulated Dry Bait
<b>WHMIS Classification:</b> This product is not regulated under VHM IS.		<b>Pest Control Products (PCP) Registration No.:</b> 22239	

## SECTION 2 - HAZARDOUS INGREDIENTS

<b>Identity:</b> Bromadiolone (CAS No. 28772-56-7)	<b>Typical % w/w:</b> 0.005%	<b>Other Information:</b> Not Applicable
Other ingredients not identified are not considered hazardous		

## SECTION 3 - PHYSICAL DATA

<b>Physical State:</b> Polygonal Block	<b>Colour:</b> Blue	<b>Odour:</b> Sweet, Grain-like	<b>Boiling Point:</b> Not Applicable
<b>Melting Point:</b> Not Applicable	<b>Freezing Point:</b> Not Applicable	<b>Vapour Pressure:</b> Not Applicable	<b>Evaporation Rate (water=1):</b> Greater than 1.0
<b>Vapor Density (air = 1):</b> Greater than 1.0	<b>Bulk Density:</b> Not Applicable	<b>Specific Gravity:</b> 0.629 g/mL	<b>Solubility:</b> Not Soluble in Water
<b>PH:</b> Not Applicable	<b>Water/Oil Part. Coeff.:</b> Not Applicable	<b>Threshold Odour:</b> Not Determined	<b>Sensitivity to Mechanical Impact:</b> None

## SECTION 4 - FIRE AND EXPLOSION DATA

<b>Flammability:</b> Yes [ ] No [ X ] Will not support combustion		<b>Means of Extinction:</b> Surround fire with water, foam or inert gas.	
<b>Flash Point (°C) (method):</b> Non-flammable		<b>Special Firefighting Procedures:</b> Firefighters must be equipped with protective clothing and self-contained breathing apparatus.	
<b>Autoignition Temperature:</b> Not Applicable		<b>Explosion Limits (% by Volume):</b> Upper Limit: Not Applicable Lower Limit: Not Applicable	
<b>Hazardous Combustion Products:</b> Oxides of Carbon and Irritating Gasses	<b>Sensitivity to Impact:</b> Not Sensitive	<b>Sensitivity to Static Discharge:</b> Not Sensitive	

## SECTION 5 - REACTIVITY DATA

<b>Chemical Stability:</b> Yes [ X ] No [ ] Product is Stable	<b>Incompatibility with Other Substances (If yes, which ones):</b> Avoid Contact with Strongly Alkaline Materials
<b>Reactivity, and Under What Conditions:</b> Not Applicable	<b>Hazardous Decomposition Products:</b> Not Applicable

# Conrac<sup>®</sup> All-Weather Blox (Commercial)

## SECTION 6-TOXICOLOGICAL PROPERTIES (HEALTH HAZARDS INFORMATION)

<b>Routes of Entry:</b>	<input checked="" type="checkbox"/> - Ingestion	<input type="checkbox"/> - Skin Absorption	<input type="checkbox"/> - Eye Contact
	<input type="checkbox"/> - Inhalation	<input type="checkbox"/> - Inhalation Chronic	<input type="checkbox"/> - Skin Contact
<b>Effects of Acute Exposure to Material:</b> Nausea, vomiting, loss of appetite, extreme thirst, lethargy, diarrhea, bleeding		<b>Effects of Chronic Exposure to Material:</b> The active ingredient in this product is known to bioaccumulate in the blood upon prolonged or repeated exposure.	
<b>Lethal Dose Concentration (Specify Species/Route):</b> LD50: >5000 mg/kg (rats, oral) LC50: N/A: Applicable		<b>Irritancy (rabbits):</b> Non-irritating	<b>Synergistic Materials:</b> Not Applicable
<b>Exposure Limits:</b> TWA = Non Assigned STEL = None Assigned IDLH = None Assigned			
<b>Sensitizing Capability:</b> Not a Sensitizer	<b>Carcinogenicity:</b> No Evidence		<b>Reproductive Effects:</b> No Evidence

## SECTION 7 - PREVENTATIVE MEASURES

<b>Personal Protective Equipment:</b> Rubber gloves when handling bait.	<b>Engineering Controls:</b> Not Required
<b>Handling and Storage Requirements:</b> Use normal good hygiene and housekeeping practices. Store in a dry place at room temperature. Avoid prolonged exposure to light and humidity. Keep container tightly closed when not in use. Keep away from children and away from food.	<b>Disposal Instructions:</b> Dispose of waste either on-site or at an approved waste disposal facility in accordance with all applicable regulations. Avoid contamination of surface water by use or disposal.
<b>Leak and Spill Procedure:</b> Sweep up spilled material. Place in a properly labeled container for disposal or reuse.	<b>Special Shipping Information:</b> Not considered hazardous under Transportation Canada Dangerous Goods Regulations (TDG).

## SECTION 8 - FIRST AID INSTRUCTIONS

<b>Ingestion:</b> Call physician, Poison Control Centre or emergency phone number immediately. Do not give anything by mouth or induce vomiting unless instructed by physician.	<b>Eye Contact:</b> Flush eyes and under eyelids with copious amounts of cool water for 15 minutes. If irritation develops, obtain medical assistance.
<b>Skin Contact:</b> Wash skin and hands with soap and water.	<b>Inhalation:</b> Not Applicable
<b>Note to Physician:</b> If ingested, this material may reduce the clotting ability of the blood and cause bleeding. Treat potential exposure as indicated by bishydroxycoumarin overdoses.	<b>Antidote:</b> Administer Vitamin K <sub>1</sub> (Phytonadione) intramuscularly or orally. Repeat as necessary as based upon monitoring of prothrombin times.

## SECTION 9 - PREPARATION DATA

<b>Prepared By:</b> Bell Laboratories, Inc. (PSM/CAR)	<b>Date of Preparation:</b> January 2015	<b>Phone Number:</b> (608) 241-0202
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The information contained herein is offered only as a guide to the handling of this specific material and has been prepared by technically knowledgeable personnel. It is not intended to be all-inclusive and the manner and conditions of use and handling may involve other and additional considerations. No warranty of any kind is given or implied and Bell Laboratories, Inc. will not be liable for any losses, injuries or consequential damage which may result for the use or reliance on the information contained herein. The user is responsible to ensure that they have all current data relevant to their particular use. This Material Safety Data Sheet is valid for three years from the date of preparation.



# Blocs tous temps **CONTRAC**<sup>®</sup>

Fiche signalétique  
Date de publication: Janvier 2015

## SECTION 1 – IDENTIFICATION DU PRODUIT CHIMIQUE ET DU FABRICANT

Nom du fabricant :		BELL LABORATORIES, INC. 3699 Kinsman Blvd. Madison, WI 53704 États-Unis	
N° de téléphone du fabricant :	608 241-0202	N° de téléphone d'urgence :	952-852-4636
Nom du produit :	BLOCS TOUS TEMPS CONTRAC <sup>®</sup> (commercial)	Usage du produit :	Formulation :
		Rodenticide anticoagulant	Appât sec formulé
Classification du SIMDUT :	Ce produit n'est pas réglementé en vertu du SIMDUT.	N° d'homologation, Loi sur les produits antiparasitaires :	22239

## SECTION 2 – INGRÉDIENTS DANGEREUX

Identité :	% en masse :	Autres renseignements :
Bromadiolone (N° CAS 28772-56-7)	0,005 %	Sans objet
Les autres ingrédients non identifiés ne sont pas considérés dangereux.		

## SECTION 3 – CARACTÉRISTIQUES PHYSIQUES

État physique :	Couleur :	Odeur :	Point d'ébullition :
Bloc polygonal	Bleu	Douce, de grain	Sans objet
Point de fusion :	Point de congélation :	Pression de vapeur :	Vitesse d'évaporation (eau = 1) :
Sans objet	Sans objet	Sans objet	> 1,0
Densité de vapeur (air = 1) :	Masse volumique en vrac :	Densité :	Solubilité :
> 1,0	Sans objet	0,629 g/mL	Insoluble dans l'eau
pH :	Coeff. de rép. eau/huile :	Odeur min. identifiable :	Sensibilité au choc :
Sans objet	Sans objet	Non déterminée	Aucune

## SECTION 4 – RISQUES D'INCENDIE OU D'EXPLOSION

Inflammabilité :	Moyens d'extinction :	
Oui [ ] Non [ X ] – Non combustible	Entourer le feu d'eau, de mousse ou de gaz inerte.	
Point d'éclair (méthode) :	Règles à observer dans la lutte contre les feux spéciaux :	
Non inflammable	Les pompiers doivent porter des vêtements de protection et un appareil respiratoire autonome.	
Température d'auto-inflammation :	Limites d'explosivité (% en volume) :	
Sans objet	Supérieure : Sans objet Inférieure : Sans objet	
Produits de combustion dangereux :	Sensibilité au choc :	Sensibilité à la décharge d'électricité statique :
Oxydes de carbone et gaz irritants	Non sensible	Non sensible

## SECTION 5 – RÉACTIVITÉ

Stabilité chimique :	Matières incompatibles :
Oui [ X ] Non [ ] – Stable	Éviter le contact avec les matières fortement alcalines.
Conditions de réactivité :	Produits de décomposition dangereux :
Sans objet	Sans objet

Blocs tous temps **Contract**<sup>ci</sup> (commercial)

<b>SECTION 6 – PROPRIÉTÉS TOXICOLOGIQUES (RISQUES POUR LA SANTÉ)</b>			
<b>Voies de pénétration :</b>	<input checked="" type="checkbox"/> – Ingestion	<input type="checkbox"/> – Absorption par la peau	<input type="checkbox"/> – Contact avec les yeux
	<input type="checkbox"/> – Inhalation aiguë	<input type="checkbox"/> – Inhalation chronique	<input type="checkbox"/> – Contact avec la peau
<b>Effets de l'exposition aiguë :</b> Nausées, vomissements, perte d'appétit, soif extrême, léthargie, diarrhée, hémorragie		<b>Effets de l'exposition chronique :</b> La matière active de ce produit se bioaccumule dans le sang après une exposition prolongée ou répétée.	
<b>Dose létale et concentration (espèce et voie) :</b> DL 50 : > 5000 mg/kg (rat, orale) CL 50 : Sans objet		<b>Caractère irritant (lapin) :</b> Non irritant	<b>Matières synergiques :</b> Sans objet
<b>Limites d'exposition :</b>		MPT = Non assignée	LECT = Non assignée
		DIVS = Non assigné	
<b>Pouvoir sensibilisant :</b> Non sensibilisant	<b>Cancérogénicité :</b> Aucune preuve		<b>Effets sur la reproduction :</b> Aucune preuve
<b>SECTION 7 – MESURES PRÉVENTIVES</b>			
<b>Matériel de protection individuelle :</b> Porter des gants en caoutchouc quand on manipule l'appât.		<b>Mesures d'ingénierie :</b> On n'en a pas besoin.	
<b>Consignes de manutention et d'entreposage :</b> Observer les pratiques normales d'hygiène et d'entretien. Conserver au sec, à la température ambiante. Éviter l'exposition prolongée à la lumière et à l'humidité. Tenir le contenant bien fermé quand il ne sert pas. Éloigner des enfants et des aliments.		<b>Élimination :</b> Éliminer les déchets sur place ou à une installation d'élimination des déchets approuvée, conformément à la réglementation applicable. Éviter de contaminer les eaux de surface lors de l'utilisation ou de l'élimination.	
<b>Mesures à prendre en cas de fuite ou de déversement :</b> Balayer le produit déversé et le mettre dans un contenant étiqueté en vue de son élimination ou de sa réutilisation.		<b>Renseignements spéciaux en matière d'expédition :</b> Non dangereux en vertu de la <i>Loi sur le transport des marchandises dangereuses</i> .	
<b>SECTION 8 – PREMIERS SOINS</b>			
<b>Ingestion :</b> Appeler un médecin ou un centre antipoison, ou faire le numéro de téléphone d'urgence, et ce, immédiatement. Ne rien donner par la bouche et ne pas faire vomir, sauf instruction contraire du médecin.		<b>Contact avec les yeux :</b> Rincer les yeux et le dessous des paupières avec beaucoup d'eau fraîche pendant 15 minutes. En cas d'irritation, consulter un médecin.	
<b>Contact avec la peau :</b> Se laver la peau et les mains au savon et à l'eau.		<b>Inhalation :</b> Sans objet	
<b>Avis au médecin :</b> En cas d'ingestion, ce produit peut réduire la coagulabilité du sang et causer une hémorragie. Traiter comme en cas de surdose de dicoumarol.		<b>Antidote :</b> Administer de la vitamine K <sub>1</sub> (phytonadione) par voie intramusculaire ou orale. En réadministrer au besoin, selon le temps de prothrombine.	
<b>SECTION 9 – ÉTABLISSEMENT DE LA FICHE</b>			
<b>Établie par :</b> Bell Laboratories, Inc. (PSM/CAR)	<b>Date d'établissement :</b> Jar vier 2015	<b>N° de téléphone :</b> 608 241-0202	
Les renseignements ci-dessus ne sont donnés qu'à titre d'indication sur la manipulation du produit et ont été établis par du personnel ayant des connaissances techniques. Ils ne sont pas complets, et la manière dont on utilise et manipule le produit et les conditions dans lesquelles on le fait peuvent comporter d'autres considérations. Bell Laboratories, Inc., n'offre aucune garantie — ni expresse, ni implicite — et ne sera pas responsable des pertes, des blessures ni des dommages qui pourraient résulter de l'utilisation des renseignements ci-dessus. C'est à l'utilisateur qu'il incombe de s'assurer qu'il a les derniers renseignements sur le produit selon l'usage qu'il veut en faire. La présente fiche signalétique est valide pendant trois ans à partir de sa date d'établissement.			

# MATERIAL SAFETY DATA SHEET

## Section 1: Identification

### FirstStrike® Soft Bait

PCP No. 29503 (commercial)

Other designation: Anticoagulant rodenticide soft bait with difethialone

Manufacturer: Liphatech, Inc.  
3600 W. Elm Street, Milwaukee, WI 53209 USA

Emergency phone: 414-351-1476 Monday - Friday 8:00 am - 4:30 pm CST  
After hours: Call CHEMTREC at 1-800-424-9300

## Section 2: Hazards Identification

Emergency overview: May be harmful or fatal if swallowed or absorbed through the skin, because this material may reduce the clotting ability of the blood and cause bleeding.

Acute effects (signs and symptoms of overexposure):

- Eyes: May cause temporary eye irritation.
  - Skin: May be harmful if absorbed through skin. Symptoms of toxicity include lethargy, loss of appetite, reduced blood clotting ability and bleeding.
  - Inhalation: Due to this product's solid form, inhalation is unlikely.
  - Ingestion: May be harmful if swallowed. Symptoms of toxicity include lethargy, loss of appetite, reduced clotting ability of blood, and bleeding.
- Chronic effects: Prolonged and/or repeated exposure to small amounts of product can produce cumulative toxicity. Symptoms of toxicity include lethargy, loss of appetite, reduced clotting ability of blood, and bleeding. May aggravate existing bleeding disorders.

## Section 3: Ingredient Information

Hazardous Ingredient	CAS Number	Percent Concentration	ACGIH TLV	ACGIH STEL
Difethialone	104653-34-1	0.0025%	Not assigned	Not assigned

## Section 4: First Aid Measures

Take container, label or product name and Pest Control Product Registration Number with you when seeking medical attention. For all cases of human ingestion, call a poison control centre or doctor immediately for treatment advice. If pet or livestock poisoning is suspected, immediately contact veterinarian.

**If in eyes:** Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call poison control centre or doctor for treatment advice.  
**If on skin or clothing:** Take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. Call a poison control centre or doctor for treatment advice.

**If swallowed:** Call a poison control centre or doctor immediately for treatment advice. Have person sip a glass of water if able to swallow. Do not induce vomiting unless told to do so by a poison control centre or doctor. Do not give anything by mouth to an unconscious person.

Note to physician: Vitamin K<sub>1</sub> in the form of intramuscular or subcutaneous injections, or by oral ingestion are suggested remedial treatments for anticoagulant poisoning. The severity of the case measured by establishing prolonged prothrombin times (P.T.) will determine appropriate therapy. Monitoring P.T. will indicate the necessity of repeated treatments. Any allergen contained in the product are listed on the front panel of the label.

## Section 5: Fire-fighting Measures

Conditions of flammability: May burn at temperatures >190 °C. (375 °F.)  
Extinguishing media: Use media suitable for the surrounding fire  
Hazardous combustion products: Oxides of carbon  
Firefighting instructions: Wear self-contained breathing apparatus (full face piece) and full protective clothing.

## Section 6: Accidental Release Measures

Isolate and contain spill. Limit access to the spill area to necessary personnel. Do not allow spilled material to enter sewers, streams or other waters. Scoop up spilled material and place in a closed, labeled container for use or disposal.

## Section 7: Handling and Storage

Handling precautions: Do not get in eyes, on skin, or on clothing. Wash arms, hands, and face with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the toilet. Do not place bait in areas where there is a possibility of contaminating food or surfaces that come in direct contact with food.

Storage requirements: Store product not in use in original, tightly sealed container in a cool, dry, secure location inaccessible to children, pets, domestic animals or wildlife. Do not reuse empty container.

## Section 8: Exposure Controls / Personal Protection

Personal protective equipment: Use gloves when handling product and disposing of dead rodents, unconsumed bait and empty containers. No respirator required when used according to label instructions. Never eat, drink or smoke in work areas. Practice good personal hygiene after using this product. Launder contaminated clothing separate from street clothes.  
Engineering controls: Special ventilation is not required for the normal handling and use of this product when following the label instructions.  
Re-entry intervals: Not established  
Exposure limits or biological limit values: Not established.

## Section 9: Physical and Chemical Properties

Physical state, appearance and odor: Paste, blue color, odor of raw grain.  
Odor threshold: Not determined  
Specific gravity: 1.14 g/cc  
pH: Not applicable  
Vapor density: Not applicable  
Boiling Point: Not applicable  
Partition coefficient (n-octanol/water): Not applicable  
Flash point (ASTM D92): >190 °C.  
Auto-ignition temperature: Not determined  
Explosive limits lower limit: Not applicable, Upper limit: Not applicable  
Sensitivity to mechanical shock or static discharge: Not applicable

Water solubility: Negligible  
% Volatile (Volume): Not applicable  
Vapor Pressure: Not applicable  
Freezing Point: Not applicable

## Section 10: Stability and Reactivity

Conditions of chemical instability: None  
Name of substance or class which is incompatible: None  
Conditions of reactivity: None  
Hazardous Products of decomposition: Oxides of carbon

## Section 11: Toxicological Information

Route of entry, effects of exposure: See Section 2  
Eye effects/eye irritation: Mild, transient irritant  
Acute oral effects: LD<sub>50</sub> (oral-rat): >5000 mg/kg  
Acute inhalation effects: LD<sub>50</sub> (rat, 4 hour): >200 mg/L (extrapolated)  
Acute dermal effects: LD<sub>50</sub> (dermal-rabbit): >2000 mg/kg  
Skin irritation: Non-irritating  
Sensitization: Not a skin sensitizer or respiratory sensitizer  
Carcinogenicity and mutagenicity: No  
Teratogenicity and embryotoxicity: No  
Reproductive toxicity: No

## Section 12: Ecological Information

To reduce exposure of non-target birds and other wildlife to poisoned carcasses, dead rodents should be securely wrapped and placed in closed containers and disposed of at Provincial sites, where available, or at municipal landfill sites. Otherwise, securely wrap carcasses and bury to a depth that will make them inaccessible to scavengers.

## Section 13: Disposal Considerations

Dispose of unused or spoiled bait in accordance with local requirements. Follow provincial instructions for any required cleaning of the container prior to its disposal. Make the empty container unsuitable for further use. Dispose of the container in accordance with provincial requirements.

## Section 14: Transport Information

This product is not regulated as a hazardous material for all modes of transportation within the U.S. and Canada.  
Hazard class, packing group, UN number: Not applicable

## Section 15: Regulatory Information

Read the entire product label before using this rodenticide. Carefully follow all cautions, directions and use restrictions on the label. It is an offense under the Pest Control Products Act to use a control product under unsafe conditions.

## Section 16: Other Information

Prepared by: T. Schmit Date: 1 June 2013  
This Safety Data Sheet is believed to be accurate at time of publication. No warranty, expressed or implied, is made with regard to this information. This information may not be adequate for every application, and the user must determine the suitability of this information due to the manner or conditions of use or storage, or local regulation.

# MATERIAL SAFETY DATA SHEET

## Section 1: Identification

### ReSolv™ Soft Bait

PCP No. 31322 (commercial)

Other designation: Anticoagulant rodenticide soft bait with bromadiolone

Manufacturer: Liphatech, Inc.  
3600 W. Elm Street, Milwaukee, WI 53209 USA

Emergency phone: 414-351-1476 Monday - Friday 8:00 am - 4:30 pm CST  
After hours: Call CHEMTREC at 1-800-424-9300

## Section 2: Hazards Identification

**Emergency overview:** May be harmful or fatal if swallowed or absorbed through the skin, because this material may reduce the clotting ability of the blood and cause bleeding.

**Acute effects (signs and symptoms of overexposure):**

- Eyes: May cause temporary eye irritation.
  - Skin: May be harmful if absorbed through skin. Symptoms of toxicity include lethargy, loss of appetite, reduced blood clotting ability and bleeding.
  - Inhalation: Due to this product's solid form, inhalation is unlikely.
  - Ingestion: May be harmful if swallowed. Symptoms of toxicity include lethargy, loss of appetite, reduced clotting ability of blood, and bleeding.
- Chronic effects:** Prolonged and/or repeated exposure to small amounts of product can produce cumulative toxicity. Symptoms of toxicity include lethargy, loss of appetite, reduced clotting ability of blood, and bleeding. May aggravate existing bleeding disorders.

## Section 3: Ingredient Information

Hazardous Ingredient	CAS Number	Percent Concentration	ACGIH TLV	ACGIH STEL
Bromadiolone	28772-56-7	0.005%	Not assigned	Not assigned

## Section 4: First Aid Measures

Take container, label or product name and Pest Control Product Registration Number with you when seeking medical attention. For all cases of human ingestion, call a poison control centre or doctor immediately for treatment advice. If pet or livestock poisoning is suspected, immediately contact veterinarian.

**If in eyes:** Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call poison control centre or doctor for treatment advice.

**If on skin or clothing:** Take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. Call a poison control centre or doctor for treatment advice.

**If swallowed:** Call a poison control centre or doctor immediately for treatment advice. Have person sip a glass of water if able to swallow. Do not induce vomiting unless told to do so by a poison control centre or doctor. Do not give anything by mouth to an unconscious person.

**Note to physician:** Vitamin K<sub>1</sub> in the form of intramuscular or subcutaneous injections, or by oral ingestion are suggested remedial treatments for anticoagulant poisoning. The severity of the case measured by establishing prolonged prothrombin times (P.T.) will determine appropriate therapy. Monitoring P.T. will indicate the necessity of repeated treatments. Any allergen contained in the product are listed on the front panel of the label.

## Section 5: Fire-fighting Measures

**Conditions of flammability:** May burn at temperatures >190 °C. (375 °F.)

**Extinguishing media:** Use media suitable for the surrounding fire

**Hazardous combustion products:** Oxides of carbon

**Firefighting instructions:** Wear self-contained breathing apparatus (full face piece) and full protective clothing.

## Section 6: Accidental Release Measures

Isolate and contain spill. Limit access to the spill area as necessary personnel. Do not allow spilled material to enter sewers, streams or other waters. Scoop up spilled material and place in a closed, labeled container for use or disposal.

## Section 7: Handling and Storage

**Handling precautions:** Do not get in eyes, on skin, or on clothing. Wash arms, hands, and face with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the toilet. Do not place bait in areas where there is a possibility of contaminating food or surfaces that come in direct contact with food.

**Storage requirements:** Store product not in use in original, tightly sealed container in a cool, dry, secure location inaccessible to children, pets, domestic animals or wildlife. Do not reuse empty container.

## Section 8: Exposure Controls / Personal Protection

**Personal protective equipment:** Use gloves when handling product and disposing of dead rodents, unconsumed bait and empty containers. No respirator required when used according to label instructions. Never eat, drink or smoke in work areas. Practice good personal hygiene after using this product. Launder contaminated clothing separate from street clothes.

**Engineering controls:** Special ventilation is not required for the normal handling and use of this product when following the label instructions.

**Re-entry intervals:** Not established

**Exposure limits or biological limit values:** Not established.

## Section 9: Physical and Chemical Properties

**Physical state, appearance and odor:** Paste, green color, odor of raw grain.

**Odor threshold:** Not determined

**Specific gravity:** 1.2 g/cc

**pH:** Not applicable

**Vapor density:** Not applicable

**Boiling Point:** Not applicable

**Partition coefficient (n-octanol/water):** Not applicable

**Flash point (ASTM D92):** >190 °C.

**Auto-ignition temperature:** Not determined

**Explosive limits lower limit:** Not applicable, **Upper limit:** Not applicable

**Sensitivity to mechanical shock or static discharge:** Not applicable

**Water solubility:** Negligible

**% Volatile (Volume):** Not applicable

**Vapor Pressure:** Not applicable

**Freezing Point:** Not applicable

## Section 10: Stability and Reactivity

**Conditions of chemical instability:** None

**Name of substance or class which is incompatible:** None

**Conditions of reactivity:** None

**Hazardous Products of decomposition:** Oxides of carbon

## Section 11: Toxicological Information

**Route of entry, effects of exposure:** See Section 2

**Eye effects/eye irritation:** Mild, transient irritant

**Acute oral effects:** LD<sub>50</sub> (oral-rat): >5000 mg/kg

**Acute inhalation effects:** LD<sub>50</sub> (rat, 4 hour): 8.6 mg/L (extrapolated)

**Acute dermal effects:** LD<sub>50</sub> (dermal-rabbit): >2000 mg/kg

**Skin irritation:** Non-irritating

**Sensitization:** Not a skin sensitizer or respiratory sensitizer

**Carcinogenicity and mutagenicity:** No

**Teratogenicity and embryotoxicity:** No

**Reproductive toxicity:** No

## Section 12: Ecological Information

To reduce exposure of non-target birds and other wildlife to poisoned carcasses, dead rodents should be securely wrapped and placed in closed containers and disposed of at Provincial sites, where available, or at municipal landfill sites. Otherwise, securely wrap carcasses and bury to a depth that will make them inaccessible to scavengers.

## Section 13: Disposal Considerations

Dispose of unused or spoiled bait in accordance with local requirements. Follow provincial instructions for any required cleaning of the container prior to its disposal. Make the empty container unsuitable for further use. Dispose of the container in accordance with provincial requirements.

## Section 14: Transport Information

This product is not regulated as a hazardous material for all modes of transportation within the U.S. and Canada.

**Hazard class, packing group, UN number:** Not applicable

## Section 15: Regulatory Information

Read the entire product label before using this rodenticide. Carefully follow all cautions, directions and use restrictions on the label. It is an offense under the Pest Control Products Act to use a control product under unsafe conditions.

## Section 16: Other Information

**Prepared by:** T. Schmit **Date:** 1 April 2014

This Safety Data Sheet is believed to be accurate at time of publication. No warranty, expressed or implied, is made with regard to this information. This information may not be adequate for every application, and the user must determine the suitability of this information due to the manner or conditions of use or storage, or local regulation.



Eye Irritation: Practically non-irritating (rabbit) (Based on (S) Methoprene)

Sensitizer: Not a sensitizer (guinea pig) (Based on (RS)-Methoprene)

#### 4. FIRST AID MEASURES

Eye: Hold eyes open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eyes. Call a poison control centre or doctor for treatment advice.

Skin: Take off contaminated clothing. Rinse skin with plenty of water for 15-20 minutes. Call a poison control centre or doctor for treatment advice.

Ingestion: Call a poison control centre or doctor immediately for treatment advice. Do not induce vomiting unless told to do so by a poison control centre or doctor. Do not give any liquid to the person. Do not give anything by mouth to an unconscious person.

Inhalation: Remove to clear air area.

Note to Physician: This product contains petroleum distillates. Do not induce vomiting. Vomiting may cause aspiration pneumonia.

#### 5. FIRE FIGHTING MEASURES

NFPA Rating: Health: 0 Fire: 2 Reactivity: 0

Flammability Class: Combustible liquid

Flash Point: 145.4F

Explosive Limits (% of Volume): Unknown

Extinguishing Media: Water fog, CO2, dry chemical, foam

Special Protective Equipment: Firefighters should wear full protective clothing including self contained breathing apparatus.

Fire Fighting Procedures: Normal procedures. Do not allow fire fighting water to escape into waterways or sewers.

Combustion Products: Carbon monoxide and carbon dioxide

Unusual Fire/Explosion Hazards: None known

#### 6. ACCIDENTAL RELEASE MEASURES

Steps to be taken: Eliminate all ignition sources. Soak up spill with absorbent material. Place in container for disposal. Do not allow spill to enter waterways inhabited by aquatic organisms

Absorbents: Clay granules, sawdust, dirt or equivalent.

Incompatibles: Oxidizers

#### 7. HANDLING AND STORAGE

Handling: Avoid contact with skin, eyes, or clothing when handling, mixing, cleaning up liquid. Wash hands, arms and face thoroughly with soap and water after handling product.

Storage: Store in a cool place. Do not store near heat or open flame.

#### 8. EXPOSURE CONTROL / PERSONAL MEASURES

Exposure Limits: Not established

Ventilation: General ventilation is sufficient.

Personal Protective Equipment: If prolonged exposure is anticipated it is recommended for users and handlers to wear a MSHA/NIOSH approved vapor/pesticide respirator, impervious gloves, goggles and appropriate clothing to prevent skin contact.

## 9. PHYSICAL AND CHEMICAL PROPERTIES

Appearance and Odor: Light yellow to amber oily liquid with faint aliphatic odor.  
Boiling Point: N/A  
Melting Point: N/A  
Vapor Pressure (mm Hg): N/A  
Vapor Density (Air = 1): N/A  
Specific Gravity: 0.789 ± 0.010 (H<sub>2</sub>O=1)  
Bulk Density: 6.6 lbs/gal  
Solubility: Forms an emulsion in water  
Evaporation Rate: N/A  
pH: Not applicable

## 10. STABILITY AND REACTIVITY

Stability: Stable  
Reactivity: Non-reactive  
Incompatibility w/ Other Materials: Oxidizers  
Decomposition Products: Carbon monoxide, carbon dioxide  
Hazardous Polymerization: Will not occur

## 11. TOXICOLOGICAL INFORMATION

### CHRONIC TOXICITY [Based on (RS)-Methoprene Technical]

Methoprene is not considered as an oncogenic compound. The NOEL for non-carcinogen effects in an 18-month mouse study was 250ppm.

### DEVELOPMENTAL/REPRODUCTIVE TOXICITY [Based on (RS)-Methoprene Technical]

Methoprene is not a teratogenic compound. The NOEL for maternal and embryotoxicity in rabbits was 200/mg/kg/day. The NOEL for reproductive effects in rats was 500 ppm.

### MUTAGENICITY [Based on (RS)-Methoprene Technical]

Methoprene is not a mutagenic compound.

## 12. ECOLOGICAL INFORMATION

### ENVIRONMENTAL FATE [Based on (RS)-Methoprene]

Hydrolysis: T<sub>1/2</sub> > 4 weeks  
Photolysis: T<sub>1/2</sub> < 10 hours  
Soil half life: ~ 10 days  
Water solubility: < 2 ppm

### ECOTOXICITY [Based on (S)-Methoprene]

Acute Toxicity: fish:LC50 (trout): 760 ppb, (bluegill): > 370 ppb (S)-Methoprene);  
aquatic invertebrates:LC50 (Daphnia): 360 ppb ((S)-Methoprene)

**13. DISPOSAL CONSIDERATIONS**

## Waste Disposal:

1. Triple- or pressure-rinse the empty container. Add the rinsings to the spray mixture in the tank. 2. Follow provincial instructions for any required additional cleaning of the container prior to its disposal. 3. Make the empty container unsuitable for further use. 4. Dispose of the container in accordance with provincial requirements. 5. For information on disposal of unused, unwanted product, contact the manufacturer or the provincial regulatory agency. Contact the manufacturer and the provincial regulatory agency in case of a spill, and for clean-up of spills.

**14. TRANSPORTATION INFORMATION**

TDG Shipping Description	TDG Symbols	Special Shipping Information
Consumer Commodity	N/A	N/A

**15. REGULATORY INFORMATION**

WHMIS Classification	WHMIS Symbols	Statement
Not a controlled product	N/A	This product has been regulated under the Pest Control Products Acts, and is exempt from WHMIS requirements.

Other Regulatory Information  
N/A

**16. OTHER INFORMATION**

None

*The information presented herein, while not guaranteed, was prepared by technically knowledgeable personnel and to the best of our knowledge is true and accurate. It is not intended to be all inclusive and the manner and conditions of use and handling may involve other or additional considerations.*



SAFETY DATA SHEET  
Dragnet FT EC

SDS #: 1677-A  
Revision date: 2015-04-16  
Format: NA  
Version 1.01



1. PRODUCT AND COMPANY IDENTIFICATION

Product Identifier

Product Name Dragnet FT EC

Other means of identification

Product Code(s) 1677-A

Synonyms FMC 33297; 3-phenoxybenzyl  
(1R,3,3RS;1RS,3SR)-3-(2,2-dichlorovinyl)-2,2-dimethylcyclopropanecarboxylate;  
(3-phenoxyphenyl)methyl 3-(2,2-dichloroethenyl)-2,2-dimethylcyclopropanecarboxylate

Active Ingredient(s) Permethrin

Chemical Family Pyrethroid Pesticide

Alternate Commercial Name Dragnet®

Recommended use of the chemical and restrictions on use

Recommended Use: insecticide

Restrictions on Use: Use as recommended by the label

Manufacturer Address

FMC Corporation  
173E Market Street  
Philadelphia, PA 19103  
(215) 299-6000 (General Information)  
msdsinfo@fmc.com (E-Mail General Information)

Emergency telephone number

Medical Emergencies:  
• 800 / 331-3148 (PROSAR - U.S.A. & Canada)  
• 651 / 632-6793 (PROSAR - All Other Countries - Collect)  
For leak, fire, spill or accident emergencies, call:  
• 800 / 424 9300 (CHEMTREC - U.S.A.)  
• 703 / 527 3887 (CHEMTREC - Collect - All Other Countries)

2. HAZARDS IDENTIFICATION

Classification

OSHA Regulatory Status

This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200)

Acute toxicity - Oral	Category 4
Acute toxicity - Inhalation (Dusts/Mists)	Category 4
Skin sensitization	Category 1B
Specific target organ toxicity (single exposure)	Category 2


Specific target organ toxicity (repeated exposure)	Category 2
Aspiration toxicity	Category 1
Flammable liquids	Category 3

GHS Label elements, including precautionary statements

EMERGENCY OVERVIEW

Danger

Hazard Statements  
 H302 - Harmful if swallowed  
 H304 - May be fatal if swallowed and enters airways  
 H317 - May cause an allergic skin reaction  
 H332 - Harmful if inhaled  
 H371 - May cause damage to organs  
 H373 - May cause damage to organs through prolonged or repeated exposure



Precautionary Statements - Prevention

- P264 - Wash face, hands and any exposed skin thoroughly after handling
- P271 - Use only outdoors or in a well-ventilated area
- P272 - Contaminated work clothing should not be allowed out of the workplace
- P260 - Do not breathe dust/fume/gas/mist/vapors/spray
- P210 - Keep away from heat/sparks/open flames/hot surfaces. - No smoking
- P233 - Keep container tightly closed
- P240 - Ground/bond container and receiving equipment
- P241 - Use explosion-proof electrical/ ventilating / lighting/ ? / equipment
- P242 - Use only non-sparking tools
- P243 - Take precautionary measures against static discharge

Precautionary Statements - Response

- P308 + P311 - IF exposed or concerned: Call a POISON CENTER or doctor
- P333 + P313 - If skin irritation or rash occurs: Get medical advice/ attention
- P363 - Wash contaminated clothing before reuse
- P303 + P361 + P353 - IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water/ shower
- P304 + P340 - IF INHALED: Remove person to fresh air and keep comfortable for breathing
- P312 - Call a POISON CENTER or doctor if you feel unwell
- P301 + P310 - IF SWALLOWED: Immediately call a POISON CENTER or doctor
- P331 - Do NOT induce vomiting
- P330 - Rinse mouth
- P370 + P378 - In case of fire: Use Foam, Carbon dioxide (CO2), Dry chemical, Water spray or fog for extinction

Precautionary Statements - Storage

- P405 - Store locked up
- P403 + P235 - Store in a well-ventilated place. Keep cool

Precautionary Statements - Disposal

- P501 - Dispose of contents/ container to an approved waste disposal plant

Hazards not otherwise classified (HNOC)

No hazards not otherwise classified were identified.

Other Information

Very toxic to aquatic life with long lasting effects

**3. COMPOSITION/INFORMATION ON INGREDIENTS**

Chemical Family Pyrethroid Pesticide.

Chemical name	CAS-No	Weight %
Permethrin	52645-53-1	36.8
White spirit	8052-41-3	10-30

Synonyms are provided in Section 1.

**4. FIRST AID MEASURES**

Eye Contact	Hold eyes open and rinse slowly and gently with water for 15 to 20 minutes. Remove contact lenses, if present; after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for further treatment advice.
Skin Contact	Take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. Call a poison control center or doctor for further treatment advice.
Inhalation	Move to fresh air. If person is not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a poison control center or doctor for further treatment advice.
Ingestion	Immediately call a poison control center or doctor. Do not induce vomiting unless told to do so by a poison control center or doctor. Do not give any liquid to the person. Do not give anything by mouth to an unconscious person.
Most important symptoms and effects, both acute and delayed	Central nervous system effects.
Indication of immediate medical attention and special treatment needed, if necessary	Contains petroleum distillate. Vomiting may cause aspiration pneumonia. This product is a pyrethroid. If large amounts have been ingested, the stomach and intestines should be evacuated. Treatment is symptomatic and supportive. Digestible fats, oils, or alcohol may increase absorption and so should be avoided.

**5. FIRE-FIGHTING MEASURES**

Suitable Extinguishing Media	Foam. Carbon dioxide (CO <sub>2</sub> ). Dry chemical. Water spray or fog.
Specific Hazards Arising from the Chemical	Flammable liquids
<u>Explosion data</u>	
Sensitivity to Mechanical Impact	Not sensitive.
Sensitivity to Static Discharge	Not sensitive.
Protective equipment and precautions for firefighters	As in any fire, wear self-contained breathing apparatus and full protective gear. Isolate fire area. Evaluate downwind.

**6. ACCIDENTAL RELEASE MEASURES**

Personal Precautions	Isolate and post spill area. Remove all sources of ignition. Wear suitable protective clothing, gloves and eye/face protection. For personal protection see section 8.
Other	For further clean-up instructions, call FMC Emergency Hotline number listed in Section 1 "Product and Company Identification" above.
Environmental Precautions	See Section 12 for additional Ecological Information.

**Methods for Containment** Dike to prevent runoff. Absorb with earth, sand or other non-combustible material and transfer to containers for later disposal.

**Methods for cleaning up** Clean and neutralize spill area, tools and equipment by washing with bleach water and soap. Absorb rinsate and add to the collected waste. Waste must be classified and labeled prior to recycling or disposal. Dispose of waste as indicated in Section 13.

**7. HANDLING AND STORAGE**

**Handling** Do not contaminate other pesticides, fertilizers, water, food, or feed by storage or disposal.

**Storage** Keep in a dry, cool and well-ventilated place. Keep away from open flames, hot surfaces and sources of ignition. Keep out of reach of children and animals. Keep/store only in original container.

**Incompatible products** None known

**8. EXPOSURE CONTROLS/PERSONAL PROTECTION**

Control parameters

Chemical name	ACGIH TLV	OSHA PEL	NIOSH	Mexico
White spirit 8052-41-3	TWA: 100 ppm	TWA: 500 ppm TWA: 2900 mg/m <sup>3</sup>	IDLH: 20000 mg/m <sup>3</sup> TWA: 350 mg/m <sup>3</sup> Ceiling: 1800 mg/m <sup>3</sup>	Mexico: TWA 100 ppm Mexico: TWA 523 mg/m <sup>3</sup> Mexico: STEL 200 ppm Mexico: STEL 1050 mg/m <sup>3</sup>
Chemical name	British Columbia	Quebec	Ontario TWAEV	Alberta
White spirit 8052-41-3	TWA: 230 mg/m <sup>3</sup> STEL: 580 mg/m <sup>3</sup>	TWA: 100 ppm TWA: 525 mg/m <sup>3</sup>	TWA: 525 mg/m <sup>3</sup>	TWA: 100 ppm TWA: 572 mg/m <sup>3</sup>

Appropriate engineering controls

**Engineering measures** Apply technical measures to comply with the occupational exposure limits. Ensure adequate ventilation, especially in confined areas. When working in confined spaces (tanks, containers, etc.), ensure that there is a supply of air suitable for breathing and wear the recommended equipment.

Individual protection measures, such as personal protective equipment

**Eye/Face Protection** If there is a potential for exposure to particles which could cause eye discomfort, wear chemical goggles.

**Skin and Body Protection** Wear long-sleeved shirt, long pants, socks, and shoes.

**Hand Protection** Protective gloves

**Respiratory Protection** If exposure limits are exceeded or irritation is experienced, NIOSH/MSHA approved respiratory protection should be worn. Respiratory protection must be provided in accordance with current local regulations.

**Hygiene measures** Clean water should be available for washing in case of eye or skin contamination. Wash skin prior to eating, drinking, chewing gum or using tobacco. Shower or bathe at the end of working. Remove and wash contaminated clothing before re-use. Launder work clothing separately from regular household laundry.

**General information** If the product is used in mixtures, it is recommended that you contact the appropriate protective equipment suppliers. These recommendations apply to the product as supplied.

**9. PHYSICAL AND CHEMICAL PROPERTIES**

Information on basic physical and chemical properties

Appearance	Amber, Liquid
Physical State	Liquid
Color	Amber
Odor	Faint hydrocarbon
Odor threshold	No information available
pH	7.5 @ 20 °C
Melting point/freezing point	Not applicable
Boiling Point/Range	No information available
Flash point	42 °C / 107.6 °F
Evaporation Rate	No information available
Flammability (solid, gas)	No information available
Flammability Limit in Air	
Upper flammability limit:	No information available
Lower flammability limit:	No information available
Vapor pressure	No information available
Vapor density	No information available
Density	8.66 lb/gal
Specific gravity	1.039 @ 20 °C
Water solubility	Emulsifies
Solubility in other solvents	No information available
Partition coefficient	No information available
Autoignition temperature	No information available
Decomposition temperature	No information available
Viscosity, kinematic	No information available
Viscosity, dynamic	No information available
Explosive properties	No information available
Oxidizing properties	No information available
Molecular weight	No information available
Bulk density	No information available

**10. STABILITY AND REACTIVITY**

Reactivity	Not applicable
Chemical Stability	Stable under recommended storage conditions.
Possibility of Hazardous Reactions	None under normal processing.
Hazardous polymerization	Hazardous polymerization does not occur.
Conditions to avoid	Excessive heat, Keep away from open flames, hot surfaces and sources of ignition.
Incompatible materials	None known.
Hazardous Decomposition Products	Chlorine, Hydrogen chloride, Carbon oxides (COx), Aldehydes.

**11. TOXICOLOGICAL INFORMATION**

Product Information

LD50 Oral	998 mg/kg (rat)
LD50 Dermal	> 2,000 mg/kg (rabbit)
LC50 Inhalation	> 4.3 mg/L 4 hr (rat)
Serious eye damage/eye irritation	Mildly irritating.
Skin corrosion/irritation	Moderately irritating.
Sensitization	Sensitizer

Information on toxicological effects

**Symptoms** Large toxic doses of the formulated product, administered by ingestion to animals, produced central nervous system effects with symptoms that include hypersensitivity to touch and sound, tremors, and clonic convulsions. Overexposure via inhalation produced symptoms such as squinting eyes, irregular and rattling breathing, and ataxia.

Delayed and immediate effects as well as chronic effects from short and long-term exposure

**Chronic toxicity** Effects are expected to be similar to those that are seen with acute toxicity.  
**Mutagenicity** Permethrin: Not genotoxic in laboratory studies.  
**Carcinogenicity** Permethrin: Evidence of tumors in mice but is not considered relevant to humans.  
**Neurological effects** Permethrin: Clinical signs of neurotoxicity include altered motor activity and FOB effects, with no signs of histopathology.  
**Reproductive toxicity** Permethrin: No toxicity to reproduction in animal studies.  
**Developmental toxicity** Permethrin: Not teratogenic in animal studies.  
**STOT - single exposure** May cause damage to organs. See listed target organs below.  
**STOT - repeated exposure** May cause damage to organs through prolonged or repeated exposure. See listed target organs below.  
**Target organ effects** Permethrin: Central Nervous System (CNS).  
**Neurological effects** Permethrin: Clinical signs of neurotoxicity include altered motor activity and FOB effects, with no signs of histopathology.  
**Aspiration hazard** Potential for aspiration if swallowed.

Chemical name	ACGIH	IARC	NTP	OSHA
Permethrin 52645-53-1		Group 3		

*IARC (International Agency for Research on Cancer)  
 Group 3 - Not classifiable as to its carcinogenicity to humans*

**12. ECOLOGICAL INFORMATION**

Ecotoxicity

Permethrin (52645-53-1)				
Active Ingredient(s)	Duration	Species	Value	Units
Permethrin	48 h EC50	Crustacea	0.001	mg/L
	72 h EC50	Algae	0.0125	mg/L
	96 h LC50	Fish	0.79	µg/L
	21 d NOEC	Crustacea	0.039	µg/L
	96 hr NOEC	Algae	0.9	µg/L
	21 d NOEC	Fish	0.3	µg/L

**Persistence and degradability** Permethrin: Moderately persistent. Does not readily hydrolyze. Not readily biodegradable.  
**Bioaccumulation** Permethrin: The substance has a potential for bioconcentration.  
**Mobility** Permethrin: Immobile; Not expected to reach groundwater.

**13. DISPOSAL CONSIDERATIONS**

**Waste disposal methods** Improper disposal of excess pesticide, spray mixture, or rinsate is prohibited. If these wastes cannot be disposed of by use according to label instructions, contact appropriate disposal authorities for guidance.  
**Contaminated Packaging** Containers must be disposed of in accordance with local, state and federal regulations. Refer to the product label for container disposal instructions.

**14. TRANSPORT INFORMATION**

DOT

Not regulated for transportation if shipped in Non Bulk packaging. The classification below pertains to the shipment in Bulk packaging.

Note: According to 49 CFR §173.150(f)(1), this material was reclassified as a combustible liquid. This provision does not apply to transportation by vessel or aircraft, except where other means of transportation is impractical

UN/ID no NA1993  
 Hazard class Combustible  
 Packing Group III

TDG

The "Marine Pollutant" marking is only applicable when shipped by vessel, and is not applicable when shipped only by road or rail in Canada.

UN 1993  
 Proper Shipping Name Flammable liquid, n.o.s  
 Hazard class 3  
 Packing Group III  
 Marine Pollutant Permethrin.  
 Description Flammable liquid, n.o.s. (white spirit, permethrin), UN1993, 3, III, Marine Pollutant

ICAO/IATA

UN/ID no JN 1993  
 Proper Shipping Name Flammable liquid, n.o.s  
 Hazard class 3  
 Packing Group II  
 Description Flammable liquid, n.o.s. (white spirit, permethrin), UN1993, 3, III, Marine Pollutant

IMDG/IMO

UN/ID no JN1993  
 Proper Shipping Name Flammable liquid, n.o.s  
 Hazard class 3  
 Packing Group III  
 EmS No. F-E, S-E  
 Marine Pollutant Permethrin  
 Description Flammable liquid, n.o.s. (white spirit, permethrin), UN1993, 3, III (42 °C), Marine Pollutant

**15. REGULATORY INFORMATION**

U.S. Federal Regulations

SARA 313

Section 313 of Title III of the Superfund Amendments and Reauthorization Act of 1986 (SARA). This product contains a chemical or chemicals which are subject to the reporting requirements of the Act and Title 40 of the Code of Federal Regulations, Part 372:

Chemical name	CAS-No	Weight %	SARA 313 - Threshold Values %
Permethrin - 52645-53-1	52645-53-1	36.8	1.0

SARA 311/312 Hazard Categories

Acute health hazard	Yes
Chronic health hazard	Yes
Fire hazard	Yes
Sudden release of pressure hazard	No
Reactive Hazard	No

Clean Water Act

This product does not contain any substances regulated as pollutants pursuant to the Clean Water Act (40 CFR 122.21 and 40 CFR 122.42)

CERCLA

This material, as supplied, does not contain any substances regulated as hazardous substances under the Comprehensive Environmental Response Compensation and Liability Act (CERCLA) (40 CFR 302) or the Superfund Amendments and Reauthorization Act (SARA) (40 CFR 355). There may be specific reporting requirements at the local, regional, or state level pertaining to releases of this material

**FIFRA Information**

This chemical is a pesticide product registered by the Environmental Protection Agency and is subject to certain labeling requirements under federal pesticide law. These requirements differ from the classification criteria and hazard information required for safety data sheets, and for workplace labels of non-pesticide chemicals. Following is the hazard information as required on the pesticide label:

**CAUTION**

Harmful if swallowed, inhaled or absorbed through the skin. Causes skin irritation.  
 This product is extremely toxic to fish and aquatic invertebrates.

**US State Regulations**

**California Proposition 65**

This product does not contain any Proposition 65 chemicals.

**U.S. State Right-to-Know Regulations**

Chemical name	New Jersey	Massachusetts	Pennsylvania
Permethrin 52645-53-1	X	X	
White spirit 8052-41-3	X	X	X

**International Inventories**

Component	TSCA (United States)	DSL (Canada)	EINECS/ELI NCS (Europe)	ENCS (Japan)	China (IECSC)	KECL (Korea)	PICCS (Philippines)	AICS (Australia)
Permethrin 52645-53-1 ( 36.8 )			X	X	X	X	X	X
White spirit 8052-41-3 ( 10-30 )	X	X	X	X	X	X	X	X

Mexico - Grade

Moderate risk, Grade 2

WHMIS Hazard Class

B3 - Combustible liquid  
 D2E - Toxic materials



**16. OTHER INFORMATION**

NFPA	Health Hazards 2	Flammability 2	Instability 0	Special Hazards -
HMIS	Health Hazards 2*	Flammability 2	Physical hazard 0	Personal Protection X

\*Indicates a chronic health hazard.

Revision date:  
 Revision note

2015-04-16  
 Format Change



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Prepared By:

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End of Safety Data Sheet



Safety Data Sheet

MAXFORCE® ROACH KILLER BAIT GEL

SDS Number: 102000001393

SDS Version 1.4

Revision Date: 05/02/2014

Print Date: 05/02/2014

SECTION 1. CHEMICAL PRODUCT AND COMPANY INFORMATION

Product name MAXFORCE® ROACH KILLER BAIT GEL  
SDS Number 102000001393  
Product code (UVP) 00938384  
PCP Registration No. 24240  
Product Use Insecticide

Bayer CropScience Inc  
#200, 160 Quarry Park Blvd, SE  
Calgary, Alberta T2C 3G3  
Canada

For MEDICAL, TRANSPORTATION or other EMERGENCY call: 1-800-334-7577 (24 hours/day)  
For Product Information call: 1-888-283-6847

SECTION 2. HAZARDS IDENTIFICATION

NOTE: Please refer to Section 11 for detailed toxicological information.

**Emergency Overview** Warning! Poison. Harmful if swallowed. Avoid contact with skin, eyes and clothing. Keep exposed gel away from open food and food contact surfaces.

Physical State gel  
Odor odourless  
Appearance brown  
Exposure routes Ingestion, Skin contact, Eye contact  
Immediate Effects  
Eye May be minimally irritating following prolonged direct contact. Do not get in eyes.  
Skin May be minimally irritating following prolonged direct contact. Avoid contact with skin and clothing.  
Ingestion Harmful if swallowed. Do not take internally.  
Chronic or Delayed Long-Term This product or its components may have target organ effects. This product or its components may have long term (chronic) health effects.



Safety Data Sheet

MAXFORCE® ROACH KILLER BAIT GEL

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**SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS**

Hazardous Component Name	CAS-No.	Average % by Weight
Hydramethylnon	67485-29-4	2.15
Oleic acid	112-80-1	2.15
Starch	9005-25-8	1.00

**SECTION 4. FIRST AID MEASURES**

General	When possible, have the product container or label with you when calling a poison control center or doctor or going for treatment.
Eye	Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a physician or poison control center immediately.
Skin	Wash off immediately with plenty of water for at least 15 minutes. Take off contaminated clothing and shoes immediately. Call a physician or poison control center immediately.
Ingestion	Call a physician or poison control center immediately. Rinse out mouth and give water in small sips to drink. DO NOT induce vomiting unless directed to do so by a physician or poison control center. Never give anything by mouth to an unconscious person.
Inhalation	Move to fresh air. If person is not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a physician or poison control center immediately.
Notes to physician Signs and Symptoms	Local: To date no symptoms are known.  Systemic: May cause stuffy or runny nose and scratchy throat. Lacrimation Lethargy Diarrhoea
Treatment	There is no specific antidote. Appropriate supportive and symptomatic treatment as indicated by the patient's condition is recommended.

**SECTION 5. FIRE FIGHTING MEASURES**

Flash point no data available



**Safety Data Sheet**  
**MAXFORCE® ROACH KILLER BAIT GEL**

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Autoignition temperature	no data available
Lower Flammability Limit	no data available
Upper Flammability Limit	no data available
Explosiveness	not applicable
Fire and Explosion Hazards	Dangerous gases are evolved in the event of a fire.
Suitable extinguishing media	Use water spray, alcohol-resistant foam, dry chemical or carbon dioxide.
Unsuitable extinguishing media	High volume water jet
Fire Fighting Instructions	Keep out of smoke. Fight fire from upwind position. Cool closed containers exposed to fire with water spray. Do not allow run-off from fire fighting to enter drains or water courses.  In the event of fire and/or explosion do not breathe fumes. Firefighters should wear NIOSH approved self-contained breathing apparatus and full protective clothing.

**SECTION 6. ACCIDENTAL RELEASE MEASURES**

Personal precautions	Keep unauthorized people away. Isolate hazard area. Avoid contact with spilled product or contaminated surfaces.
Methods for cleaning up	The nature of this product, when contained in commercial packs, makes spillage unlikely. However, if significant amounts are spilled nevertheless, the following advice is applicable. Soak up with inert absorbent material (e.g. sand, silica gel, acid binder, universal binder, sawdust). Collect and transfer the product into a properly labelled and tightly closed container. Clean contaminated floors and objects thoroughly, observing environmental regulations.
Additional advice	Use personal protective equipment. Do not allow to enter soil, waterways or waste water canal.

**SECTION 7. HANDLING AND STORAGE**

Handling procedures	No specific precautions required when handling unopened packs/containers; follow relevant manual handling advice. Ensure adequate ventilation.  No special precautions required.
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MAXFORCE® ROACH KILLER BAIT GEL

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**Storing Procedures** Store in a cool, dry place and in such a manner as to prevent cross contamination with other crop protection products, fertilizers, food, and feed. Store in original container and out of the reach of children, preferably in a locked storage area. Keep away from direct sunlight. Protect from freezing.

Keep away from food, drink and animal feedingstuffs.

**Work/Hygienic Procedures** Wash hands thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco, using the toilet or applying cosmetics.

Remove Personal Protective Equipment (PPE) immediately after handling this product. Before removing gloves clean them with soap and water. Remove soiled clothing immediately and clean thoroughly before using again. Wash thoroughly and put on clean clothing.

**SECTION 8. EXPOSURE CONTROLS / PERSONAL PROTECTION**

**General Protection** Follow manufacturer's instructions for cleaning/maintaining PPE. If no such instructions for washables, use detergent and warm/tepid water. Keep and wash PPE separately from other laundry.

**Eye/Face Protection** Tightly fitting safety goggles

**Hand protection** Chemical resistant nitrile rubber gloves

**Body Protection** Wear long-sleeved shirt and long pants and shoes plus socks.

**Respiratory protection** When respirators are required, select NIOSH approved equipment based on actual or potential airborne concentrations and in accordance with the appropriate regulatory standards and/or industry recommendations.

**Exposure Limits**

Starch	9035-25-8	CAD AB OEL	TWA	10 mg/m3
		CAD BC OEL	TWA	10 mg/m3
		CAD BC OEL	TWA	3 mg/m3
		CAD MB OEL	TWA	10 mg/m3
		CAD ON OEL	TWAEV	10 mg/m3
		CAD SK OEL	8 HR ACL	10 mg/m3
		CAD SK OEL	15 MIN ACL	20 mg/m3
		OEL (QUE)	TWA	10 mg/m3

**SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES**

**Appearance** brown

**Physical State** gel



**Safety Data Sheet**

**MAXFORCE® ROACH KILLER BAIT GEL**

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Odor	odorless
pH	6.5 - 7.5
Vapor Pressure	no data available
Vapor Density (Air = 1)	no data available
Density	ca. 1.10 g/cm <sup>3</sup>
Evaporation rate	no data available
Boiling Point	no data available
Melting / Freezing Point	no data available
Water solubility	partly soluble
Minimum Ignition Energy	no data available
Decomposition temperature	Stable under normal conditions.
Partition coefficient: n-octanol/water	no data available
Viscosity	ca. 140,000 - 300,000 mPa.s at 25 °C ca. 90,000 - 165,000 mPa.s at 25 °C

**SECTION 10. STABILITY AND REACTIVITY**

Conditions to avoid	Extremes of temperature and direct sunlight.
Incompatibility	Store only in the original container.
Hazardous Decomposition Products	No decomposition products expected under normal conditions of use.
Hazardous reactions	No hazardous reactions when stored and handled according to prescribed instructions.

**SECTION 11. TOXICOLOGICAL INFORMATION**

Acute toxicity studies have been bridged from a similar formulation containing a similar percentage of the active ingredient. The non-acute information pertains to the technical-grade active ingredient, hydramethylnon.



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Acute oral toxicity	rat: LD50: > 5,000 mg/kg
Acute dermal toxicity	rabbit: LD50: > 2,000 mg/kg
Skin irritation	rabbit: No skin irritation
Eye irritation	rabbit: No eye irritation
Sensitisation	guinea pig: Non-sensitizing. OECD Test Guideline 406, Buehler test
Chronic toxicity	Hydramethylnon caused specific target organ toxicity in experimental animal studies in the following organ(s): testes, kidneys.

**Assessment Carcinogenicity**

Hydramethylnon was not carcinogenic in lifetime feeding studies in rats and mice.

ACGIH  
Starch  
NTP  
None.  
IARC  
None.  
OSHA  
None.

9005-25-8

Group A4

Reproductive toxicity	Hydramethylnon caused reproduction toxicity in a two-generation study in rats on y at dose levels also toxic to the parent animals. Hydramethylnon caused testicular damage and male infertility.
Developmental Toxicity	Hydramethylnon caused developmental toxicity only at dose levels toxic to the dams. Hydramethylnon caused a delayed foetal growth.
Mutagenicity	Hydramethylnon was not mutagenic or genotoxic in a battery of in vitro and in vivo tests.

**SECTION 12. ECOLOGICAL INFORMATION**

Toxicity to fish	Rainbow trout ( <i>Oncorhynchus mykiss</i> ) LC50: 0.16 mg/l Exposure time: 96 h The value mentioned relates to the active ingredient hydramethylnon.
Toxicity to aquatic plants	<i>Selenastrum capricornutum</i> EC50: 0.005 - 0.018 mg/l Exposure time: 72 h The value mentioned relates to the active ingredient hydramethylnon.



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**MAXFORCE® ROACH KILLER BAIT GEL**

Acute Toxicity to Aquatic Invertebrates Water flea (Daphnia magna)  
EC50 1.14 mg/l  
Exposure time: 48 h  
The value mentioned relates to the active ingredient hydramethylnon.

Environmental precautions Do not allow to get into surface water, drains and ground water. Do not contaminate surface or ground water by cleaning equipment or disposal of wastes, including equipment wash water. Apply this product as specified on the label.

**SECTION 13. DISPOSAL CONSIDERATIONS**

General Disposal Guidance Follow container label instructions for disposal of wastes generated during use in compliance with the product label. Never place unused product down any indoor or outdoor drain.

Container Disposal Do not re-use empty containers. Place empty container in trash. Follow advice on product label and/or leaflet.

**SECTION 14. TRANSPORT INFORMATION**

According to national and international transport regulations this material is not classified as dangerous goods / hazardous material.

**SECTION 15. REGULATORY INFORMATION**

PCP Registration No. 24240

**US Federal Regulations**

TSCA list  
Oleic acid 112-80-1  
Starch 9005-25-8

US. Toxic Substances Control Act (TSCA) Section 12(b) Export Notification (40 CFR 707, Subpt D)  
None.

SARA Title III - Section 302 - Notification and Information  
None.

SARA Title III - Section 313 - Toxic Chemical Release Reporting  
Hydramethylnon 67485-29-4 25,000lbs

**US States Regulatory Reporting**

CA Prop65  
This product does not contain any substances known to the State of California to cause cancer.

This product contains a chemical known to the State of California to cause birth defects or other reproductive harm.

Hydramethylnon 67485-29-4 Developmental toxin.  
Hydramethylnon 67485-29-4 Male reproductive toxin.

**US State Right-To-Know Ingredients**





Safety Data Sheet

MAXFORCE® ROACH KILLER BAIT GEL

SDS Number: 102000001393  
SDS Version 1.4

Hydramethylnon	67485-29-4	NJ
Oleic acid	112-80-1	RI
Starch	9005-25-8	MN

Canadian Regulations

Canadian Domestic Substance List

Oleic acid	112-80-1
Starch	9005-25-8

Environmental

CERCLA

None.

Clean Water Section 307 Priority Pollutants

None.

Safe Drinking Water Act Maximum Contaminant Levels

None.

International Regulations

European Inventory of Existing Commercial Substances (EINECS)

Starch	9005-25-8
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**SECTION 16. OTHER INFORMATION**

NFPA 704 (National Fire Protection Association):

Health - 1      Flammability - 1      Instability - 0      Others - none

HMS (Hazardous Materials Identification System, based on the Third Edition Ratings Guide)

Health - 1      Flammability - 1      Physical Hazard - 0      PPE -

0 = minimal hazard, 1 = slight hazard, 2 = moderate hazard, 3 = severe hazard, 4 = extreme hazard

Reason for Revision: Reviewed and updated for general editorial purposes.

Prepared by the HSE Department of Bayer CropScience Inc. (306)-721-0310.

Revision Date: 05/02/2014

This information is provided in good faith but without express or implied warranty. The customer assumes all responsibility for safety and use not in accordance with label instructions. The product names are registered trademarks of Bayer.



Safety Data Sheet

MAXFORCE® QUANTUM ANT BAIT

SDS Number: 102000018213  
SDS Version 1.1  
Revision Date: 04/22/2013  
Print Date: 04/26/2013

**SECTION 1. CHEMICAL PRODUCT AND COMPANY INFORMATION**

Product name MAXFORCE® QUANTUM ANT BAIT  
SDS Number 102000018213  
Product code (UVP) 70212690  
PCP Registration No. 30513  
Product Use Insecticide, Ant killer

Bayer CropScience Inc  
#200, 160 Quarry Park Blvd, SE  
Calgary, Alberta T2C 3G3  
Canada

For MEDICAL, TRANSPORTATION or other EMERGENCY call: 1-800-334-7577 (24 hours/day)  
For Product Information call: 1-888-283-6847

**SECTION 2. HAZARDS IDENTIFICATION**

*NOTE: Please refer to Section 11 for detailed toxicological information.*

**Emergency Overview** Caution! Harmful if swallowed or absorbed through skin. Moderate eye irritation. Avoid contact with skin, eyes and clothing. Wash thoroughly with soap and water after handling. Remove and wash contaminated clothing before re-use.

**Physical State** highly viscous gel  
**Odor** weak characteristic  
**Appearance** colourless to light yellow  
**Exposure routes** Skin contact, Skin Absorption, Eye contact  
**Immediate Effects**  
**Eye** Moderate eye irritation. Do not get in eyes.  
**Skin** Harmful if absorbed through skin. Avoid contact with skin and clothing.  
**Chronic or Delayed Long-Term** This product or its components may have target organ effects.



Safety Data Sheet

MAXFORCE® QUANTUM ANT BAIT

SDS Number: 102000018213  
SDS Version 1.1

**SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS**

Hazardous Component Name	CAS-No.	Average % by Weight
Imidacloprid	138261-41-3	0.03

**SECTION 4. FIRST AID MEASURES**

General	When possible, have the product container or label with you when calling a poison control center or doctor or going for treatment. The nature of this product, when contained in commercial packs, makes spillage unlikely. However, if significant amounts are spilled nevertheless, the following advice is applicable.
Eye	Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a physician or poison control center immediately.
Skin	Take off contaminated clothing and shoes immediately. Wash off immediately with plenty of water for at least 15 minutes. Call a physician or poison control center immediately.
Ingestion	Call a physician or poison control center immediately. Rinse out mouth and give water in small sips to drink. DO NOT induce vomiting unless directed to do so by a physician or poison control center. Never give anything by mouth to an unconscious person. Do not leave victim unattended.
Notes to physician	
Signs and Symptoms	No symptoms known or expected.
Treatment	There is no specific antidote. Appropriate supportive and symptomatic treatment as indicated by the patient's condition is recommended.

**SECTION 5. FIRE FIGHTING MEASURES**

Flash point	No flash point - Determination conducted up to the boiling point.
Autoignition temperature	no data available
Lower Flammability Limit	no data available
Upper Flammability Limit	no data available
Explosiveness	Not explosive 92/69/EEC, A.14 / OECD 113



**Safety Data Sheet**

SDS Number: 10200018213  
SDS Version 1.1

**MAXFORCE® QUANTUM ANT BAIT**

<b>Fire and Explosion Hazards</b>	In the event of fire the following may be released: Carbon monoxide (CO)
<b>Suitable extinguishing media</b>	Use water spray, alcohol-resistant foam, dry chemical or carbon dioxide.
<b>Unsuitable extinguishing media</b>	High volume water jet
<b>Fire Fighting Instructions</b>	<p>Contain the spread of the fire-fighting media. Do not allow run-off from fire fighting to enter drains or water courses.</p> <p>In the event of fire and/or explosion do not breathe fumes. In the event of fire, wear self-contained breathing apparatus.</p>

**SECTION 6. ACCIDENTAL RELEASE MEASURES**

<b>Personal precautions</b>	Keep unauthorized people away. Isolate hazard area. Avoid contact with spilled product or contaminated surfaces.
<b>Methods for cleaning up</b>	The nature of this product, when contained in commercial packs, makes spillage unlikely. However, if significant amounts are spilled nevertheless, the following advice is applicable. Soak up with inert absorbent material (e.g. sand, silica gel, acid binder, universal binder, sawdust). Clean contaminated floors and objects thoroughly, observing environmental regulations. Keep in suitable, closed containers for disposal.
<b>Additional advice</b>	Use personal protective equipment. Do not allow to enter soil, waterways or waste water canal.

**SECTION 7. HANDLING AND STORAGE**

<b>Handling procedures</b>	<p>No specific precautions required when handling unopened packs/containers; follow relevant manual handling advice.</p> <p>No special precautions required.</p>
<b>Storing Procedures</b>	<p>Keep containers tightly closed in a dry, cool and well-ventilated place. Store in original container. Store in a place accessible by authorized persons only. Protect from frost. Keep away from direct sunlight.</p> <p><b>BEWARE:</b> Aerosol is pressurized. Keep away from direct sun exposure and temperatures over 50 °C. Do not open by force or throw into fire even after use. Do not spray on flames or red-hot objects. Keep out of the reach of children.</p> <p>Keep away from food, drink and animal feedingstuffs.</p>



Safety Data Sheet

SDS Number: 102000018213  
SDS Version 1.1

MAXFORCE® QUANTUM ANT BAIT

**Work/Hygienic Procedures**      Avoid contact with skin, eyes and clothing. Keep working clothes separately. Wash hands before breaks and immediately after handling the product. Remove soiled clothing immediately and clean thoroughly before using again. Garments that cannot be cleaned must be destroyed (burnt).

Wash hands thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco, using the toilet or applying cosmetics.

**SECTION 8. EXPOSURE CONTROLS / PERSONAL PROTECTION**

**General Protection**      Follow manufacturer's instructions for cleaning/maintaining PPE. If no such instructions for washables, use detergent and warm/tepid water. Keep and wash PPE separately from other laundry.

Follow a label instructions. Train employees in safe use of the product.

**Eye/Face Protection**      Safety glasses with side-shields  
or  
Goggles

**Hand protection**      Chemical resistant nitrile rubber gloves

**Body Protection**      Wear long-sleeved shirt and long pants and shoes plus socks.

**Respiratory protection**      No personal respiratory protective equipment normally required. When respirators are required, select NIOSH approved equipment based on actual or potential airborne concentrations and in accordance with the appropriate regulatory standards and/or industry recommendations.

**Exposure Limits**

Imidacloprid	138261-41-3	OES BCS*	TWA	0.7 mg/m3
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\*OES BCS: Internal Bayer CropScience "Occupational Exposure Standard"

**SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES**

**Appearance**      colourless to light yellow

**Physical State**      highly viscous gel

**Odor**      weak characteristic

**pH**      4.0 - 6.0 (10 %) at 23 °C

**Vapor Pressure**      no data available



**Safety Data Sheet**

**MAXFORCE® QUANTUM ANT BAIT**

SDS Number: 102000018213  
SDS Version 1.1

Vapor Density (Air = 1)	no data available
Density	ca. 1.43 g/cm <sup>3</sup> at 20 °C
Evaporation rate	no data available
Boiling Point	no data available
Melting / Freezing Point	no data available
Water solubility	soluble
Minimum Ignition Energy	not applicable
Decomposition temperature	210 °C Exothermic decomposition. The value mentioned relates to the active ingredient.
Partition coefficient: n-octanol/water	no data available
Viscosity	>= 5,400 mPa.s at 20 °C Velocity gradient 80 /s
Other information	Further safety related physical-chemical data are not known.

**SECTION 10. STABILITY AND REACTIVITY**

Conditions to avoid	Extremes of temperature and direct sunlight.
Incompatibility	Store only in the original container.
Hazardous Decomposition Products	No decomposition products expected under normal conditions of use.
Hazardous reactions	No dangerous reaction known under conditions of normal use.

**SECTION 11. TOXICOLOGICAL INFORMATION**

The non-acute information pertains to the technical-grade active ingredient.

Acute oral toxicity	rat: ATE: > 5,000 mg/kg ATE: – acute toxicity estimate Calculation method
Acute dermal toxicity	rat: ATE: > 5,000 mg/kg ATE – acute toxicity estimate Calculation method



**Safety Data Sheet**

**MAXFORCE® QUANTUM AIN T BAIT**

SDS Number: 102000018213  
SDS Version 1.1

**Acute inhalation toxicity** During intended and foreseen applications, no respirable aerosol is formed.

**Skin irritation** rabbit: No skin irritation  
Test conducted with a similar formulation.

**Eye irritation** rabbit: No eye irritation  
Test conducted with a similar formulation.

**Sensitisation** guinea pig: Non-sensitizing.  
Test conducted with a similar formulation.  
OECD Test Guideline 406, Magnusson & Kligman test

**Chronic toxicity** Imidacloprid did not cause specific target organ toxicity in experimental animal studies.

**Assessment Carcinogenicity**

Imidacloprid was not carcinogenic in lifetime feeding studies in rats and mice.

- ACGIH  
None.
- NTP  
None.
- IARC  
None.
- OSHA  
None.

**Reproductive toxicity** Imidacloprid caused reproduction toxicity in a two-generation study in rats only at dose levels also toxic to the parent animals. The reproduction toxicity seen with Imidacloprid is related to parental toxicity.

**Developmental Toxicity** Imidacloprid caused developmental toxicity only at dose levels toxic to the dams. The developmental effects seen with Imidacloprid are related to maternal toxicity

**Mutagenicity** Imidacloprid was not mutagenic or genotoxic based on the overall weight of evidence in a battery of in vitro and in vivo tests.

**SECTION 12. ECOLOGICAL INFORMATION**

**Toxicity to fish** Rainbow trout (*Oncorhynchus mykiss*)  
LC50: 211 mg/l  
Exposure time: 96 h  
The value mentioned relates to the active ingredient imidacloprid.

**Toxicity to aquatic plants** *Desmodium subspicatus*  
Growth rate  
EC50: > 10 mg/l  
Exposure time: 72 h



Safety Data Sheet

MAXFORCE® QUANTUM ANT BAIT

SDS Number: 102000018213  
SDS Version 1.1

The value mentioned relates to the active ingredient imidacloprid.

Acute Toxicity to Aquatic Invertebrates Water flea (Daphnia magna)  
EC50: 35 mg/l

Exposure time: 48 h

The value mentioned relates to the active ingredient imidacloprid.

Chironomus riparius (non-biting midge)

LC50: 0.0552 mg/l

Exposure time: 24 h

The value mentioned relates to the active ingredient imidacloprid.

Stability in soil Not applicable for this mixture.

Bioaccumulation Not applicable for this mixture.

Environmental precautions Do not allow to get into surface water, drains and ground water.

Ecological Information No other effects to be mentioned.

SECTION 13. DISPOSAL CONSIDERATIONS

General Disposal Guidance Dispose in accordance with all local, state/provincial and federal regulations. Do not dispose of waste into sewer.

Container Disposal Do not re-use empty containers. Consult state and local regulations regarding the proper disposal of container. Do not puncture or incinerate container.

SECTION 14. TRANSPORT INFORMATION

According to national and international transport regulations this material is not classified as dangerous goods / hazardous material.

SECTION 15. REGULATORY INFORMATION

PCP Registration No. 30513

US Federal Regulations

TSCA list

None.

US Toxic Substances Control Act (TSCA) Section 12(b) Export Notification (40 CFR 707, Subpt D)

None.

SARA Title III - Section 302 - Notification and Information

None.

SARA Title III - Section 313 - Toxic Chemical Release Reporting





**Safety Data Sheet**

**MAXFORCE® QUANTUM ANT BAIT**

SDS Number: 102000018213  
SDS Version 1.1

None.

**US States Regulatory Reporting**

**CA Prop65**

This product does not contain any substances known to the State of California to cause cancer.

This product does not contain any substances known to the State of California to cause reproductive harm.

**US State Right-To-Know Ingredients**

None.

**Canadian Regulations**

**Canadian Domestic Substance List**

None.

**Environmental**

**CERCLA**

None.

**Clean Water Section 307 Priority Pollutants**

None.

**Safe Drinking Water Act Maximum Contaminant Levels**

None.

**SECTION 16. OTHER INFORMATION**

**NFPA 704 (National Fire Protection Association):**

Health - 1      Flammability - 1      Instability - 0      Others - none

**HMIS (Hazardous Materials Identification System, based on the Third Edition Ratings Guide)**

Health - 1      Flammability - 1      Physical Hazard - 0      PPE -

0 = minimal hazard, 1 = slight hazard, 2 = moderate hazard, 3 = severe hazard, 4 = extreme hazard

Reason for Revision: Reviewed and updated for general editorial purposes.

Prepared by the HSE Department of Bayer CropScience Inc. (306)-721-0310.

Revision Date: 04/22/2013

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# MATERIAL SAFETY DATA SHEET

Syngenta Canada Inc.  
140 Research Lane, Research Park  
Guelph, ON N1G 4Z3

In Case of Emergency, Call  
1-800-327-8633 (FAST MED)

Date of MSDS Preparation (Y/M/D): 2013-12-31

Supersedes Date (Y/M/D) : NEW

MSDS prepared by:  
Department of Regulatory & Biological Assessment  
Syngenta Canada Inc.

For further information contact:  
1-87-SYNGENTA (1-877-964-3682)

## SECTION - 1: PRODUCT IDENTIFICATION

Product Identifier: OPTIGARD® Ant Gel Bait Insecticide  
Registration Number: 30788

Product No.: A15236A

Active Ingredient (%): Thiamethoxam (0.010%) CAS No.: 153719-23-4  
Chemical Name: 3-(2-chloro-1,3-thiazol-5-ylmethyl)-1,3,5-oxadiazinan-4-ylidene(nitro)amine  
Chemical Class: Neoniconoid Insecticide

Product Use: For indoor and outdoor control of sugar feed ants which invade structures.

## SECTION - 2: COMPOSITION/INFORMATION ON INGREDIENTS

Material	OSHA PEL	ACGIH TLV	Other	NTP/IARC/OSHA Carcinogen	WHMIS†
Thiamethoxam (0.010%)	Not Established	Not Established	3 mg/m <sup>3</sup> TWA ***	No	
Sucrose	15 mg/m <sup>3</sup> TWA (total); 5 mg/m <sup>3</sup> (respirable)	10 mg/m <sup>3</sup> TWA	10 mg/m <sup>3</sup> TWA (total); 5 mg/m <sup>3</sup> (respirable) **	No	

\*\*\* Syngenta Occupational Exposure Limit (OEL)

† Material listed in Ingredient Disclosure List under Hazardous Products Act.

Ingredients not precisely identified are proprietary or non-hazardous. Values are not product specifications.  
Syngenta Hazard Category: B

## SECTION - 3: HAZARDS IDENTIFICATION

### Symptoms of Acute Exposure

May cause mild eye and skin irritation.

### Hazardous Decomposition Products

None known.

### Physical Properties

Appearance: Colourless to clear solid.

Odour: Odourless.

### Unusual Fire, Explosion and Reactivity Hazards

During a fire, irritating and possibly toxic gases may be generated by thermal decomposition or combustion.

### Potential Health Effects

Relevant routes of exposure: Skin, eyes, mouth, lungs.

## SECTION - 4: FIRST AID MEASURES

**IF POISONING IS SUSPECTED, immediately contact the poison information centre, doctor or nearest hospital. Have the product container, label or Material Safety Data Sheet with you when calling Syngenta, a poison control centre or doctor, or going for treatment. Tell the person contacted the complete product name, and the type and amount of exposure. Describe any symptoms and follow the advice given. Call the Syngenta Emergency Line [1-800-327-8633 (1-800-FASTMED)], for further information.**

- EYE CONTACT:** Flush eyes with clean water, holding eyelids apart for a minimum of 15 - 20 minutes. Remove contact lenses, if present, after 5 minutes, then continue rinsing eye. Call Syngenta, a poison control centre or doctor for treatment advice. Obtain medical attention immediately if irritation persists.
- SKIN CONTACT:** Immediately remove contaminated clothing and wash skin, hair and fingernails thoroughly with soap and water. Flush skin with running water for a minimum of 15-20 minutes. Obtain medical attention if irritation occurs.
- INHALATION:** Move victim to fresh air. If not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth, if possible. Call Syngenta, a poison control centre or doctor for treatment advice.
- INGESTION:** If swallowed, immediately contact Syngenta, a poison control centre, doctor or nearest hospital for treatment advice. Have the person sip a glass of water if able to swallow. Do not give anything by mouth to an unconscious person. Do not induce vomiting unless directed by a physician or a poison control centre. If spontaneous vomiting occurs, have victim lean forward with head down to avoid breathing in of vomitus, rinse mouth and administer water.

### NOTES TO PHYSICIAN:

There is no specific antidote if this product is ingested. Treat symptomatically.

MEDICAL CONDITIONS KNOWN TO BE AGGRAVATED: None known.

## SECTION - 5: FIRE FIGHTING MEASURES

**Flash point and method:** Not Available.

**Upper and lower flammable (explosive) limits in air:** Not Applicable.

**Auto-ignition temperature:** Not Available.

**Flammability:** Not Available.

**Hazardous combustion products:** During a fire, irritating and possibly toxic gases may be generated by thermal decomposition or combustion.

**Conditions under which flammability could occur:**

**Extinguishing media:** Use foam, carbon dioxide, dry powder, halon extinguishant or water fog or mist, (avoid use of water jet). Wear full protective clothing and self-contained breathing apparatus. Evacuate nonessential personnel from the area to prevent human exposure to fire, smoke, fumes or products of combustion. Prevent use of contaminated buildings, area, and equipment until decontaminated. Water runoff can cause environmental damage. Contain run-off water with, for example, temporary earth barriers.

**Sensitivity to explosion by mechanical impact:**

**Sensitivity to explosion by static discharge:**

## SECTION - 6: ACCIDENTAL RELEASE MEASURES

**Personal Precautions:** Make sure all personnel involved in the spill cleanup follow good industrial hygiene practices. A small spill can be handled routinely. Wear suitable protective equipment and clothing as described in Section 8 and/or the product label.

**Procedures for dealing with release or spill:** Control the spill at its source. Contain the spill to prevent from spreading or contaminating soil or from entering sewage and drainage systems or any body of water. Clean up spills immediately,

observing precautions outlined in Sections 7 and 8. Pump or scoop large amounts of liquid into a disposable container. Absorb remaining liquid or smaller spills with clay, sand or vermiculite. Scoop or sweep up material and place into a disposal container. Wash area with detergent and water. Pick up wash liquid with additional absorbent and place into compatible disposal container. On soils, small amounts will naturally decompose. For large amounts, skim off the upper contaminated layer and collect for disposal. Once all material is cleaned up and placed in a disposal container, seal container and arrange for disposal. Spillages or uncontrolled discharges into watercourses must be reported to the appropriate regulatory body.

## SECTION – 7: HANDLING AND STORAGE

**Handling practices: KEEP OUT OF REACH OF CHILDREN.** Prevent eating, drinking, tobacco use, and cosmetic application in areas where there is a potential for exposure to the material. Avoid breathing vapours or spray mist. Wear appropriate protective clothing and equipment (see Section 8). After work, rinse gloves and remove protective equipment, and wash hands thoroughly with soap and water after handling, and before eating, tobacco use, drinking, applying cosmetics or using the toilet. Wash contaminated clothing before re-use and separate from household laundry. Keep containers closed when not in use. Keep product, wash or rinse water, and contaminated materials out of water, and away from access by animals, birds or unauthorized people.

**Appropriate storage practices/requirements:** Store in original container only in a well-ventilated, cool, dry, secure area. Protect from heat, sparks and flame. Keep separate from other products to prevent cross contamination. Rotate stock.

**National Fire Code classification:** Not regulated.

## SECTION – 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

**Applicable control measures, including engineering controls:** This product is intended for use outdoors where engineering controls are not necessary. If necessary, ensure work areas have ventilation, containment, and procedures sufficient to maintain airborne levels below the TLV. Warehouses, production area, parking lots and waste holding facilities must have adequate containment to prevent environmental contamination. Provide separate shower and eating facilities.

THE FOLLOWING RECOMMENDATIONS FOR EXPOSURE CONTROLS/PERSONAL PROTECTION ARE INTENDED FOR THE MANUFACTURE, FORMULATION, PACKAGING AND USE OF THIS PRODUCT.

CONSULT THE PRODUCT LABEL FOR COMMERCIAL APPLICATIONS AND/OR ON-FARM APPLICATIONS.

**Personal protective equipment for each exposure route:**

**General:** Avoid breathing dust, vapours or aerosols. Avoid contact with eye, skin and clothing. Wash thoroughly after handling and before eating, drinking, applying cosmetics or handling tobacco.

**INGESTION:** Do not eat, drink, handle tobacco, or apply cosmetics in areas where there is a potential for exposure to this material. Always wash thoroughly after handling.

**EYES:** Where eye contact is likely, use chemical splash goggles. Facilities storing or utilizing this material should be equipped with an eyewash facility and a safety shower.

**SKIN:** Where contact is likely, wear chemical-resistant gloves (such as nitrile or butyl), coveralls, socks and chemical-resistant footwear. For overhead exposure, wear chemical-resistant headgear.

**INHALATION:**

A respirator is not normally required when handling this substance. Use effective engineering controls to comply with occupational exposure limits. In case of emergency spills, use a NIOSH approved respirator with any N, R, P or HE filter.

Use a self-contained breathing apparatus in cases of emergency spills, when exposure levels are unknown, or under any circumstances where air-purifying respirators may not provide adequate protection

## SECTION – 9: PHYSICAL AND CHEMICAL PROPERTIES

**Appearance:** Colourless to clear solid.

**Formulation Type:** Solid

**Odour:** Odourless.

**pH:** 6.6 (1% in deionized H<sub>2</sub>O @ 20°C).

Vapour pressure and reference temperature:  $2 \times 10^{-11}$  mmHg @ 20°C (Thiamethoxam technical)  
Vapour density: Not Available.  
Boiling point: Not Applicable.  
Melting point: Not Available.  
Freezing point: Not Available.  
Specific gravity or density: 1.26 g/cm<sup>3</sup> @ 20°C.  
Evaporation Rate: Not Available.  
Water/oil partition coefficient: log Kow = -0.13 (Thiamethoxam technical)  
Odour threshold: Not Available.  
Viscosity: Not Applicable.  
Solubility in Water: 4.1 g/l @ 25°C (Thiamethoxam technical).

## SECTION - 10: STABILITY AND REACTIVITY

Chemical stability: Stable under normal use and storage conditions.  
Conditions to avoid: None known.  
Incompatibility with other materials: None known.  
Hazardous decomposition products: None known.  
Hazardous polymerization: Will not occur.

## SECTION - 11: TOXICOLOGICAL INFORMATION

### Acute toxicity/Irritation Studies (Finished Product):

Ingestion:	Oral (LD50 Female Rat):	> 5,000 mg/kg
Dermal:	Dermal (LD50 Rabbit):	> 5,050 mg/kg
Inhalation:	Inhalation (LC50 Rat):	> 2.61 mg/l air - 4 hours
Eye Contact:	Minimally Irritating (Rabbit)	
Skin Contact:	Practically Non-Irritating (Rabbit)	
Skin Sensitization:	Not a Sensitizer (Guinea Pig)	

### Reproductive/Developmental Effects

Thiamethoxam: Developmental: Not teratogenic in rats or rabbits.  
Reproductive: No effects on reproduction. Minor increase in a common testis effect in rats at high doses, which did not affect reproduction.

### Chronic/Subchronic Toxicity Studies

Thiamethoxam: Liver and kidney effects at high doses in animal models. Not neurotoxic in animal models.

### Carcinogenicity

Thiamethoxam: Liver tumors at high doses in mice; not relevant to humans.

### Other Toxicity Information:

None.

### Toxicity of Other Components

Not Applicable.

Other materials that show synergistic toxic effects together with the product:

Target Organs

Active Ingredients

Thiamethoxam: Liver.

Inert Ingredients

Sucrose: Not Applicable.

**SECTION - 12: ECOLOGICAL INFORMATION**

Summary of Effects

Eco-Acute Toxicity

Thiamethoxam:

Invertebrate (Water Flea) 48-hour EC <sub>50</sub>	> 106 ppm
Fish (Rainbow Trout) 96-hour LC <sub>50</sub>	> 100 ppm
Bird (8-day dietary - Bobwhite Quail) LC <sub>50</sub>	>5,200 ppm

Environmental Fate

The active ingredient thiamethoxam has a moderate bioaccumulation potential, low mobility, and moderate persistence in soil and water. The dissipation half-life in soil is 48-239 days and under 22 days in aerobic water.

**SECTION - 13: DISPOSAL CONSIDERATIONS**

**Waste disposal information:** Do not reuse empty containers unless they are specifically designed to be re-filled. Empty container retains product residue. Dispose of empty containers in accordance with local regulations. Consult provincial environment ministry for advice on waste disposal. Industrial/commercial waste may be handled at licensed facilities only. Waste shipments must be securely packaged and properly labelled. Only licensed carriers may be used, and proper documents must accompany the shipment.

**SECTION - 14: TRANSPORT INFORMATION**

Shipping information such as shipping classification:

TRANSPORTATION OF DANGEROUS GOODS CLASSIFICATION - ROAD/RAIL

Not regulated.

**SECTION - 15: REGULATORY INFORMATION**

WHMIS classification for product:

This MSDS has been prepared in accordance with WHMIS requirements, but the data are presented under 16 headings.

Other regulations; restrictions and prohibitions

Pest Control Products (PCP) Act Registration No.: 30788

**SECTION - 16: OTHER INFORMATION**

The information contained herein is offered only as a guide to the handling of this specific material and has been prepared in good faith by technically knowledgeable personnel. It is not intended to be all-inclusive and the manner and conditions of use and handling may involve other and additional considerations. No warranty of any kind is given or implied and Syngenta will not be liable for any damages, losses, injuries or consequential damages which may result from the use of or reliance on any information contained herein. This Material Safety Data Sheet is valid for three years. This product is under the jurisdiction of the Pest Control Products Act and is exempt from the requirements for a WHMIS compliant MSDS. Hazardous properties of all ingredients have been considered in the preparation of this MSDS. Read the entire

MSDS for the complete hazard evaluation of this product.

Prepared by: Syngenta Canada Inc.  
1-877-SYNGENTA (1-877-964-3582)

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# MATERIAL SAFETY DATA SHEET

Innovative Pest Control Products

## Gourmet Liquid Ant Bait

### SECTION I - CHEMICAL PRODUCT AND COMPANY IDENTIFICATION

Product Name:	Gourmet Liquid Ant Bait
Chemical Formula: Active Ingredient	B <sub>4</sub> H <sub>20</sub> Na <sub>2</sub> O <sub>17</sub>
Chemical Name/ Synonyms: Active Ingredient	Sodium Tetraborate Decahydrate
Chemical Family: Active Ingredient	Inorganic Borates
CAS Registry Number: Active Ingredient	1303-96-4
TSCA Inventory Number: Active Ingredient	12008-41-2
PMRA Registration Number:	28468, 29055, 29056, 29057
Emergency Phone Number:	Toll Free 877-483-4997
Manufacturer:	Innovative Pest Control Products PO Box 880216 Boca Raton, FL 33488
NFPA Classification:	HMS Classification:
Health 0	Red (Flammability) 0
Flammability 0	Yellow (Reactivity) 0
Reactivity 0	Blue (Acute Health) 0

### SECTION II - HAZARD IDENTIFICATION

#### OVERVIEW:

Gourmet Liquid Ant Bait is a flowable solution containing Borax and is not flammable, combustible or explosive and presents no unusual hazard to humans if involved in a fire. Gourmet Liquid Ant Bait presents little or no hazard to humans and has low acute oral and dermal toxicities.

#### POTENTIAL HEALTH EFFECTS:

**Routes of Exposure:** Ingestion is the most significant route of exposure in occupational and other settings. Dermal exposure is not a concern because Gourmet Liquid Ant Bait is not absorbed through intact skin.

**Skin Contact:** Gourmet Liquid Ant Bait causes slight irritation to intact skin.

**Ingestion:** Products containing Borax are not intended for ingestion. Borax has a relatively low acute toxicity. Small amounts (e.g. a teaspoon) swallowed accidentally are not likely to cause effects; swallowing amounts larger than that may cause gastrointestinal symptoms. Being strongly diluted in this formulation, no effects are expected.

**Inhalation:** May cause slight respiratory tract irritation.

**Eye Contact:** Gourmet Liquid Ant Bait is minimally irritating to the eyes in normal use.

**Target Organs:** No target organ has been identified in humans. High dose animal ingestion studies indicate the testes are the target organs in male animals, though human studies have not shown such results.

### SECTION III - FIRST AID MEASURES (BORAX)

**Inhalation:** No specific treatment is necessary since Gourmet Liquid Ant Bait is not likely to be hazardous by inhalation. Remove person to fresh air.

**Eye Contact:** Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for treatment advice.

**Skin Contact:** Wash with soap and water.

**Ingestion:** Swallowing less than sixteen teaspoons of Gourmet Liquid Ant Bait will cause no harm to healthy adults. If larger amounts are swallowed, give two glasses of water to drink and seek medical attention.

**Note to Physicians:** Observation only is required for adult ingestion of less than 6 grams of Borax. For ingestion in excess of 6 grams, maintain adequate kidney function and force fluids. Gastric lavage is recommended for symptomatic patients only. Hemodialysis should be reserved for massive acute ingestion or patients with renal failure. borax analysis of urine or blood is only useful for documenting exposure and should not be used to evaluate severity of poisoning or to guide treatment. (For further information: Litovitz T.L., Norman, S.A., Veltri, J.C., Annual Report of the American Association of Poison Control Centers Data Collection System. Am. J. Emerg. Med. 1986; 4:427-458.

### SECTION IV - FIRE FIGHTING MEASURES

**General Hazard:** None. Gourmet Liquid Ant Bait is not flammable, combustible, or explosive.

**Flammability Classification (29 CFR 1910.1200):**  
Non-flammable liquid.

**Extinguishing Media:** Any fire extinguishing material may be used on nearby fires.



## SECTION V – ACCIDENTAL RELEASE MEASURES

**General:** Gourmet Liquid Ant Bait is a liquid.

**Land Spill:** No personal protective equipment is needed to clean up land spills.

## SECTION VI – HANDLING AND STORAGE

**Storage:** Store product in original container in a cool place out of reach of children. Do not allow product to freeze.  
**Storage Conditions:** Dry, indoor storage.

**Shelf Life:** It is advised product be used within 2 years.  
**Storage Pressure:** Atmospheric  
**Storage Temperature:** Room Temperature

## SECTION VII – EXPOSURE CONTROLS/ PERSONAL PROTECTION

None.

## SECTION VIII – PHYSICAL AND CHEMICAL PROPERTIES

**Physical State:** Slightly viscous liquid  
**Color:** Colorless to light yellowish  
**Odor:** Characteristic of aromatic compounds  
**Specific Gravity:** 1.41  
**Density:** 1.17 g/ml  
**Solubility In Water:** 100%

**pH:** 5.2  
**Oxidation/Reduction:** NA  
**Compatibility:**  
-Compatible with water, 10% monoammonium phosphate, iron powder.  
-Incompatible with potassium permanganate

## SECTION IX - TOXICOLOGICAL INFORMATION

**Acute Oral LD<sub>50</sub> (female rat) :** >5000 mg/kg  
**Acute Inhalation (rat):** 2.06 mg/liter  
**Eye Irritation (rabbit):** Minimally irritating  
**Skin Irritation (rabbit):** Slightly irritating

**Acute Dermal LD<sub>50</sub> :** >5,000 mg/kg  
**Dermal Sensitization (Guinea Pig):** None  
**Primary Skin Irritation Index:** 0. Non-corrosive.

## SECTION X – DISPOSAL

**Disposal Guidance:** No special disposal treatment is required. Refer to state and local regulations for applicable site-specific requirements. Such product should be re-used for an appropriate application.

**RCRA (40CFR 261):** Gourmet Liquid Ant Bait is not listed under any sections of the Federal Resource Conservation and Recovery Act (RCRA).

## SECTION XI – TRANSPORTATION INFORMATION

**Hazardous Material Classification:** Gourmet Liquid Ant Bait is not a U.S. Department of Transportation Hazardous Material.  
**Hazardous Substance Classification:** Gourmet Liquid Ant Bait is not a U.S. Department of Transportation Hazardous Substance.

**International Transportation:** Gourmet Liquid Ant Bait has no U.N. Number and is not regulated under any international rail, highway, water, or air transport regulations.

## SECTION XII – REGULATORY INFORMATION

**RCRA:** Gourmet Liquid Ant Bait is not listed under any sections of the Federal Resource Conservation and Recovery Act or regulations (40 CFR 261 et seq.).  
**Superfund:** CERCLA/ SARA. Gourmet Liquid Ant Bait is not listed under CERCLA (the Comprehensive Environmental Response Compensation and Liability Act) or its 1986 amendments SARA (Superfund Amendments and Reauthorization Act).  
**California Proposition 65:** Gourmet Liquid Ant Bait is not listed on any Proposition 65 lists of carcinogens or reproductive toxicants.

**IARC:** The International Agency for Research on Cancer (of the World Health Organization) does not list or categorize Gourmet Liquid Ant Bait.  
**Safe Drinking Water Act:** Gourmet Liquid Ant Bait is not regulated under the SDWA, 42 USC 300g-1, 40CFR 141 et.seq. Consult state and local regulations for possible water quality advisories regarding boron.

Syngenta Canada Inc.  
140 Research Lane, Research Park  
Guelph, ON N1G 4Z3

**In Case of Emergency, Call  
1-800-327-8633 (FAST MED)**

Date of MSDS Preparation (Y/M/I): 2013-12-31

Supersedes date (Y/M/D): NEW

MSDS prepared by:  
Department of Regulatory & Biology Assessment  
Syngenta Canada Inc.

For further information contact:  
1-877-SYNGENTA (1-877-964-3682)

**SECTION - 1: PRODUCT IDENTIFICATION**

**Product Identifier:** MasterLine<sup>®</sup> LambdaCy Insecticide  
**Registration Number:** 31300 (Pest Control Products Act)  
**Chemical Class:** Synthetic pyrethroid  
**Formulation No.:** A12690A

**Active Ingredient (%):** Lambda-Cyhalothrin Technical Insecticide (9.8 %)  
**Chemical Name:** [1a(S),3a(Z)]-cyano(3-phenoxyphenyl)methyl-3-(2-chloro-3,3,3-trifluoro-1-propenyl)-2,2-dimethylcyclopropanecarboxylate  
**CAS No.:** 91465-08-6

**Product Use:** For control of insects on labelled crops. For further details please refer to product label.

**SECTION - 2: COMPOSITION/INFORMATION ON INGREDIENTS**

Material	OSHA PEL	ACGIH TLV	Other	NTP/IARC/OSHA Carcinogen	WHMIS†
Crystalline Silica, Quartz and Cristobalite	10mg/m3/ (%Si(2+2) (respirable dust)	0.025 mg/m3 (respirable silica)	0.05 mg/m3 (respirable dust) **	IARC 1; ACGIH 1	Yes
Petroleum Solvent	Not Established	Not Established	100 mg/m <sup>3</sup> (19 ppm) TWA*	No	Not Established
1,2,4 Trimethylbenzene CAS No. 95-63-6 (< 2.5 %)	Not Established	25 ppm TWA	25 ppm TWA**	No	Yes
Cumene (< 1 %)	50 ppm TWA (Dermal)	50 ppm TWA	Not Established	No	Not Established
Propylene Glycol CAS No. 57-55-6	Not Established	Not Established	10 ppm TWA****	No	Yes
Xylene (< 1 %) CAS No. 1330-20-7	100 ppm TWA	100 ppm TWA; 150 ppm STEL	100 ppm TWA**	IARC Group 3	Not Established
Lambda-Cyhalothrin	Not Established	Not Established	0.04 mg/m <sup>3</sup> TWA (Dermal)***	No	Not Established

- \* Recommended by Manufacturer
- \*\* Recommended by NIOSH
- \*\*\* Syngenta Occupational Exposure Limit (OEL)
- \*\*\*\* Recommended by AIIA (American Industrial Hygiene Association)
- † Material listed in Ingredient Disclosure List under Hazardous Products Act.

Ingredients not precisely identified are proprietary or non-hazardous. Values are not product specifications.  
Syngenta Hazard Category: C, S

### SECTION - 3: HAZARDS IDENTIFICATION

#### Symptoms of Acute Exposure

May cause eye irritation. Allergic skin reactions are possible. Exposure to high vapour levels may cause headaches, drowsiness or dizziness. May cause temporary itching, tingling, burning or numbness of exposed skin; called paresthesia.

#### Hazardous Decomposition Products

Can decompose at high temperatures and form toxic gases.

#### Physical Properties

Appearance: Off-white liquid.  
Odour: Slight odour/typical aromatic solvent.

#### Unusual Fire, Explosion and Reactivity Hazards

During a fire, irritating and possibly toxic gases may be generated by thermal decomposition or combustion. Material is unlikely to produce vapour or mist in transportation and be hazardous by inhalation.

### SECTION - 4: FIRST AID MEASURES

**IF POISONING IS SUSPECTED**, immediately contact the poison information centre, doctor or nearest hospital. Have the product container, label or Material Safety Data Sheet with you when calling Syngenta, a poison control center or doctor, or going for treatment. Tell the person contacted the complete product name, and the type and amount of exposure. Describe any symptoms and follow the advice given. Call the Syngenta Emergency Line [1-800-327-8633 (1-800-FASTMED)], for further information.

**EYE CONTACT:** Flush eyes with clean water, holding eyelids apart for a minimum of 15 - 20 minutes. Remove contact lenses, if present, after 5 minutes, then continue rinsing eye. Call Syngenta, a poison control center or doctor for treatment advice. Obtain medical attention immediately if irritation persists.

**SKIN CONTACT:** Immediately remove contaminated clothing and wash skin, hair and fingernails thoroughly with soap and water. Flush skin with plenty of water for 15-20 minutes. Call Syngenta, a poison control centre or doctor for treatment advice.

**INHALATION:** Move victim to fresh air. If not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth, if possible. Call Syngenta, a poison control centre or doctor for treatment advice.

**INGESTION:** If swallowed, immediately contact Syngenta, a poison control centre, doctor or nearest hospital for treatment advice. Do not induce vomiting unless directed by a physician or a poison control center. Do not give any liquid to the person. Call Syngenta, a poison control centre or doctor for treatment advice.

#### **NOTES TO PHYSICIAN:**

There is no specific antidote if this product is ingested. Treat symptomatically.  
Skin contact paresthesia effects (itching, tingling, burning or numbness) are transient, lasting up to 24 hours. Topical application of vitamin E may alleviate symptoms.  
Contains petroleum distillate - vomiting may cause aspiration pneumonia.

**MEDICAL CONDITIONS KNOWN TO BE AGGRAVATED:** None known.

### SECTION - 5: FIRE FIGHTING MEASURES

**Flash point and method:** >100 °C (Set flash)  
**Upper and lower flammable (explosive) limits in air:** Not applicable.  
**Auto-ignition temperature:** Not available.  
**Flammability:** Not applicable.

**Hazardous combustion products:** During a fire, irritating and possibly toxic gases may be generated by thermal decomposition or combustion.

**Conditions under which flammability could occur:** Keep fire exposed containers cool by spraying with water.

**Extinguishing media:** For small fires, use foam, carbon dioxide, dry powder or halon extinguishant. For large fires, use foam or water-fog; avoid use of water jet. Water spray may be ineffective as an extinguishing medium but may be used to cool fire-exposed containers and to flush non-ignited spills or vapours away from sources of ignition. Wear full protective clothing and self-contained breathing apparatus. Evacuate nonessential personnel from the area to prevent human exposure to fire, smoke, fumes or products of combustion. Prevent use of contaminated buildings, area, and equipment until decontaminated. Water runoff can cause environmental damage. Contain run-off water with, for example, temporary earth barriers.

**Sensitivity to explosion by mechanical impact:** None known.

**Sensitivity to explosion by static discharge:** None known.

## SECTION – 6: ACCIDENTAL RELEASE MEASURES

**Personal Precautions:** Make sure all personnel involved in the spill cleanup follow good industrial hygiene practices. A small spill can be handled routinely. Use adequate ventilation and wear equipment and clothing as described in Section 8 and/or the product label.

**Procedures for dealing with release or spill:** Control the spill at its source. Contain the spill to prevent from spreading or contaminating soil or from entering sewage and drainage systems or any body of water. Clean up spills immediately, observing precautions outlined in Sections 7 and 8. Pump or scoop large amounts of liquid into a disposable container. Absorb remaining liquid or smaller spills with clay, sand or vermiculite. Scoop or sweep up material and place into a disposal container. Wash area with detergent and water. Pick up wash liquid with additional absorbent and place into compatible disposal container. For soils, small amounts will naturally decompose. For large amounts, skim off the upper contaminated layer and collect for disposal. Once all material is cleaned up and placed in a disposal container, seal container and arrange for disposal. Spillages or uncontrolled discharges into watercourses must be reported to the appropriate regulatory authority.

## SECTION – 7: HANDLING AND STORAGE

**Handling practices:** Material is unlikely to produce vapour or mist in transportation and be hazardous by inhalation. KEEP OUT OF REACH OF CHILDREN. Prevent eating, drinking, tobacco use, and cosmetic application in areas where there is a potential for exposure to the material. Avoid breathing vapours or spray mist. Wear full protective clothing and equipment (see Section 8). After work, rinse gloves and remove protective equipment, and wash hands thoroughly with soap and water after handling, and before eating, tobacco use, drinking, applying cosmetics or using the toilet. Wash contaminated clothing before re-use and separate from household laundry. Keep containers closed when not in use. Protect product, wash or rinse water, and contaminated materials from uncontrolled release into the environment, or from access by animals, birds or unauthorized people.

**Appropriate storage practices/requirements:** Store in original container only in a well-ventilated, cool, dry, secure area. Protect from heat, sparks and flame. Do not expose sealed containers to temperatures above 40 °C. Keep separate from other products to prevent cross contamination. Rotate stock. Clean up spilled material immediately.

**National Fire Code classification:** Not required.

## SECTION – 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

**Applicable control measures, including engineering controls:** This product is intended for use outdoors where engineering controls are not necessary. If necessary, ensure work areas have ventilation, containment, and procedures sufficient to maintain airborne levels below the TLV. Warehouses, production area, parking lots and waste holding facilities must have adequate containment to prevent environmental contamination. Provide separate shower and eating facilities.

**THE FOLLOWING RECOMMENDATIONS FOR EXPOSURE CONTROLS/PERSONAL PROTECTION ARE INTENDED FOR THE MANUFACTURE, FORMULATION, PACKAGING AND USE OF THIS PRODUCT.**

**CONSULT THE PRODUCT LABEL FOR COMMERCIAL APPLICATIONS AND/OR ON-FARM APPLICATIONS.**

**Personal protective equipment for each exposure route:**

General: Avoid breathing dust, vapours or aerosols. Avoid contact with eye, skin and clothing. Wash thoroughly after handling and before eating, drinking, applying cosmetics or handling tobacco.

INGESTION: Do not eat, drink, handle tobacco, or apply cosmetics in areas where there is a potential for exposure to this material. Always wash thoroughly after handling.

EYES: Where eye contact is likely, use chemical splash goggles. Facilities storing or utilizing this material should be equipped with an eyewash facility and a safety shower.

SKIN: Where contact is likely, wear chemical-resistant gloves (such as nitrile or butyl), coveralls, socks and chemical-resistant footwear. For overhead exposure, wear chemical-resistant headgear.

INHALATION: Use effective engineering controls to comply with occupational exposure limits. In case of emergency spills, use a NIOSH approved respirator with any N, R, P or HE filter.

Use a self-contained breathing apparatus in cases of large emergency spills when exposure levels are unknown or under any circumstances where air-purifying respirators may not provide adequate protection.

**SECTION - 9 PHYSICAL AND CHEMICAL PROPERTIES**

Appearance: Off-white liquid.

Formulation Type: Capsule Suspension concentrate.

Odour: Slight odour/typical aromatic solvent.

pH: 7.3 (1% w/w dilution in H<sub>2</sub>O).

Vapour pressure and reference temperature:  $1.5 \times 10^{-9}$  mmHg @ 20 °C (Lambda-Cyhalothrin technical).

Vapour density: No data.

Boiling point: 100 °C.

Freezing point: -16 °C.

Specific gravity or density: 1.04 @ 20 °C.

Evaporation Rate: Not available.

Water/oil partition coefficient:  $\log K_{ow} = 7$  (Lambda-Cyhalothrin technical)

Odour threshold: Not available.

Viscosity: 320 mPas (or cps) @ 20 °C.

Solubility in Water: 0.005 mg/L (Lambda-Cyhalothrin technical).

**SECTION - 10: STABILITY AND REACTIVITY**

Chemical stability: Stable under normal use and storage conditions.

Conditions to avoid: None known.

Incompatibility with other materials: None known.

Hazardous decomposition products: Can decompose at high temperatures forming toxic gases.

Hazardous polymerization: Will not occur.

**SECTION - 11: TOXICOLOGICAL INFORMATION**

**Acute Toxicity/Irritation Studies (Finished Product)**

Ingestion:	<u>Low Acute Toxicity</u> Oral (LD50 Rat):	> 5,000 mg/kg body weight
Dermal:	<u>Low Acute Toxicity</u> Dermal (LD50 Rat):	> 2,000 mg/kg body weight
Inhalation:	<u>Low Acute Toxicity</u> Inhalation (LC50 Rat):	> 4.62 mg/L air - 4 hours
Eye Contact:	<u>Mildly Irritating (Rabbit)</u>	
Skin Contact:	<u>Slightly Irritating (Rabbit)</u>	

Skin Sensitization:

Potential Sensitizer (Guinea Pig)

Reproductive/Developmental Effects

Lambda-Cyhalothrin:

Not a developmental or reproductive toxicant.

Chronic/Subchronic Toxicity Studies

Lambda-Cyhalothrin:

Reversible paresthesia (abnormal skin sensation).

Reversible clinical signs of neurotoxicity in mammals.

Carcinogenicity

Lambda-Cyhalothrin:

No treatment-related tumors in rats or mice.

Other Toxicity Information

Synthetic Pyrethroids: In humans contact with exposed skin may result in temporary itching, tingling, burning or numbness, called paresthesia. The effect may result from splash, aerosol, hot vapor contact or transfer to the face from contaminated gloves and hands. This effect is transient, lasting up to 24 hours. Face and genital areas are especially susceptible to this effect.

Material is unlikely to produce vapour or mist in transportation and be hazardous by inhalation.

Toxicity of Other Components

Cumene

Exposure to cumene vapors may cause irritation to eyes, skin, and respiratory tract. Cumene may also cause headaches, dizziness, anesthesia, drowsiness, unconsciousness and other central nervous system effects. Prolonged exposure to high concentrations (>100 PPM) may result in liver, kidney or lung damage. Test results reported in Section 11 for the final product take into account any acute hazards related to the 1,2,4-trimethylbenzene in the formulation.

1,2,4-Trimethylbenzene

Test results reported in Section 11 for the final product take into account any acute hazards related to the 1,2,4-trimethylbenzene in the formulation.

Propylene Glycol

Reported to cause central nervous system depression (anesthesia, dizziness, confusion), headache and nausea. Also, eye irritation may occur with lacrimation but no residual discomfort or injury. Prolonged contact to skin may cause mild to moderate irritation and possible allergic reactions. Chronic dietary exposure caused kidney and liver injury in experimental animals.

Petroleum Solvent

The supplier reports that high vapour/aerosol concentrations (> 1000 ppm) are irritating to the eyes and the respiratory tract, may cause headaches, dizziness, anesthesia, drowsiness, unconsciousness and other central nervous system effects. Test results reported in Section 11 for the final product take into account any acute hazards related to the petroleum solvent in the formulation.

Xylene

Test results reported in Section 11 for the final product take into account any acute hazards related to the xylene in the formulation.

Target Organs

Active Ingredients

Lambda-Cyhalothrin Technical:

Liver, central nervous system (CNS)

Inert Ingredients

1,2,4-Trimethylbenzene:

CNS, liver, kidney, blood, respiratory tract, skin, eye

Propylene Glycol:

CNS, skin, eye, kidney, liver.

Cumene:

CNS, respiratory tract, skin, eye, liver, kidney

Petroleum Solvent:

CNS, eye, respiratory tract

Xylene:

CNS, respiratory tract, skin

## SECTION - 12: ECOLOGICAL INFORMATION

### Summary of Effects

The active ingredient, lambda-cyhalothrin, is slightly toxic to birds, but is highly toxic to fish and aquatic invertebrates (water flea).

### Eco-Acute Toxicity

Lambda-Cyhalothrin Technical:	
Green Algae 96-hr EC <sub>50</sub>	> 1.0 ppm
Invertebrates (Water Flea) 48-hour EC <sub>50</sub>	0.36 ppb
Fish (Rainbow Trout) 96-hr LC <sub>50</sub>	0.24 ppb
Birds (Mallard Duck) Oral LC <sub>50</sub>	> 3,992 mg/kg

### Environmental Fate

The active ingredient lambda-cyhalothrin has low mobility in soil. While the high partition coefficient indicates a potential for bioaccumulation, other data shows that lambda-cyhalothrin does not bioaccumulate. The dissipation half-life in soil is 22-82 days and in water it is 20 days.

## SECTION - 13: DISPOSAL CONSIDERATIONS

**Waste disposal information:** Do not reuse empty containers unless they are specifically designed to be re-filled. Empty container retains product residue. Triple rinse, or equivalent, empty container, return rinse water to dilution mixture, and dispose of dilution mixture as a hazardous waste if it cannot be disposed of by use according to label instructions. Dispose of empty containers in accordance with local regulations. Consult provincial environment ministry for advice on waste disposal. Industrial/commercial waste may be handled at licensed facilities only. Waste shipments must be securely packaged and properly labelled. Only licensed carriers may be used, and proper documents must accompany the shipment.

## SECTION - 14: TRANSPORT INFORMATION

Shipping information such as shipping classification:

TRANSPORTATION OF DANGEROUS GOODS CLASSIFICATION - ROAD/RAIL  
Not Regulated.

## SECTION - 15: REGULATORY INFORMATION

WHMIS classification for product: Exempt

A statement that the MSDS has been prepared to meet WHMIS requirements, except for use of the 16 headings.  
This MSDS has been prepared in accordance with WHMIS requirements, but the data are presented under 16 headings.

Other regulations; restrictions and prohibitions

Pest Control Products (PCP) Act Registration No.: 31300

## SECTION - 16: OTHER INFORMATION

The information contained herein is offered only as a guide to the handling of this specific material and has been prepared in good faith by technically knowledgeable personnel. It is not intended to be all-inclusive and the manner and conditions of use and handling may involve other and additional considerations. No warranty of any kind is given or implied and Syngenta will not be liable for any damages, losses, injuries or consequential damages which may result from the use of or reliance on any information contained herein. This Material Safety Data Sheet is valid for three years. This product is under the jurisdiction of the Pest Control Products Act and is exempt from the requirements for a WHMIS compliant MSDS. Hazardous properties of all ingredients have been considered in the preparation of this MSDS. Read the entire MSDS for the complete hazard evaluation of this product.

Prepared by: Syngenta Canada Inc.  
1-87-SYNGENTA (1-877-964-3682)

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# Material Safety Data Sheet

NFPA	HMS	WHMIS	TDG	DOT								
	<table border="1"> <tr><td>Health</td><td>1</td></tr> <tr><td>Flammability</td><td>1</td></tr> <tr><td>Physical hazards</td><td>0</td></tr> <tr><td>Suggested PPE</td><td>E</td></tr> </table>	Health	1	Flammability	1	Physical hazards	0	Suggested PPE	E			
Health	1											
Flammability	1											
Physical hazards	0											
Suggested PPE	E											
			See Section 14	See Section 14								

## 1. Product and Company Identification

Product name		5180080, 5180091 110 ULV Insecticide	
Synonym	Pyrethrin	MSDS prepared by the Environment, Health & Safety Department on:	2/25/2013.
Material uses	Consumer products: insecticide	Version	3.03
MSDS Number	PCP Registration #: 15330	<b><u>In Case of Emergency</u></b>	
		Transportation: 1-800-792-8311 Medical: 1-877-615-0015	
Manufacturer	Agrium Advanced Technologies, Inc. 2915 Rocky Mountain Avenue, Suite 400 Loveland, CO. 80538	For more information on Agrium AT or our products, please go to: <a href="http://www.agriumat.com">http://www.agriumat.com</a> or contact us at Toll-Free:800-461-6471	

## 2. Hazards Identification

Physical state	Liquid.
OSHA/HCS status	This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).
Emergency overview	Warning  CONTAINS MATERIAL THAT MAY CAUSE TARGET ORGAN DAMAGE, BASED ON ANIMAL DATA.  Avoid exposure - obtain special instructions before use. Do not breathe vapor or mist. Do not get in eyes or on skin or clothing. Contains material that may cause target organ damage, based on animal data. Wash thoroughly after handling.
<b><u>Potential acute health effects</u></b>	
Inhalation	May irritate the respiratory tract if inhaled.
ingestion	May be harmful if swallowed.
Skin	May cause skin irritation.
Eyes	May irritate the eyes upon contact.
<b><u>Potential chronic health effects</u></b>	
Chronic effects	Contains material that may cause target organ damage, based on animal data.
Carcinogenicity	No known significant effects or critical hazards.
Mutagenicity	No known significant effects or critical hazards.
Teratogenicity	No known significant effects or critical hazards.
Developmental effects	No known significant effects or critical hazards.

**2. Hazards Identification**

**Fertility effects** No known significant effects or critical hazards.

**Target organs** Contains material which may cause damage to the following organs: blood, kidneys, lungs, liver, skin, central nervous system (CNS).

**Over-exposure signs/symptoms**

**Inhalation** No specific data.

**Ingestion** No specific data.

**Skin** No specific data.

**Eyes** Adverse symptoms may include the following:  
irritation  
watering  
redness

**Medical conditions aggravated by over-exposure** Pre-existing disorders involving any target organs mentioned in this MSDS as being at risk may be aggravated by over-exposure to this product.

See toxicological information (Section 11)

**3. Composition / Information on Ingredients****United States**

<u>Name</u>	<u>CAS number</u>	<u>%</u>
Solvent naphtha (petroleum), light arom.	64742-95-6	60 - 100
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	51-03-6	4.75 - 10

**Canada**

<u>Name</u>	<u>CAS number</u>	<u>%</u>
Solvent naphtha (petroleum), light arom.	64742-95-6	60 - 100
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	51-03-6	4.75 - 10

**Mexico**

<u>Name</u>	<u>CAS number</u>	<u>UN number</u>	<u>%</u>	<u>IDLH</u>	<u>Classification</u>			
					<u>H</u>	<u>E</u>	<u>R</u>	<u>Special</u>
Solvent naphtha (petroleum), light arom.	64742-95-6	Not available.	60 - 100	-	1	0	0	
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	51-03-6	UN2810	4.75 - 10	-	3	1	0	

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

**4. First Aid Measures**

**Eye contact** Call medical doctor or poison control center immediately. Check for and remove any contact lenses. Immediately flush eyes with plenty of water for at least 15 minutes, occasionally lifting the upper and lower eyelids. Get medical attention if irritation occurs.

**Skin contact** Call medical doctor or poison control center immediately. In case of contact, immediately flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Wash clothing before reuse. Clean shoes thoroughly before reuse. Get medical attention if irritation develops.

**4. First Aid Measures**

Inhalation	If inhalation occurs, remove individual(s) to fresh air. Loosen restrictive clothing items if necessary. If individual has irregular or difficulty breathing or is under respiratory arrest seek medical attention immediately. If other conditions or symptoms develop contact a physician.
Ingestion	If ingestion occurs, rinse mouth with copious amounts of water. Do Not induce vomiting unless directed to do so by trained medical personnel. Do Not give anything by mouth to unconscious individuals. Seek immediate medical attention.
Protection of first-aiders	No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.
Notes to physician	No specific treatment. Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.

**5. Fire-fighting Measures**

Flammability of the product	In a fire or if heated, a pressure increase will occur and the container may burst.
<u>Extinguishing media</u>	
Suitable	Use an extinguishing agent suitable for the surrounding fire.
Not suitable	None known.
Special exposure hazards	Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.
Hazardous thermal decomposition products	Decomposition products may include the following materials: carbon dioxide carbon monoxide
Special protective equipment for fire-fighters	Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

**6. Accidental Release Measures**

Personal precautions	No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Do not breathe vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment (see Section 8).
Environmental precautions	Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).
<u>Methods for cleaning up</u>	
Small spill	Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

**6. Accidental Release Measures**

**Large spill** Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see section 1 for emergency contact information and section 13 for waste disposal.

**7. Handling and Storage**

**Handling** Put on appropriate personal protective equipment (see Section 8). Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking, and smoking. Remove contaminated clothing and protective equipment before entering eating areas. Do not get in eyes or on skin or clothing. Do not breathe vapor or mist. Do not ingest. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.

**Storage** Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see section 10) and food and drink. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. Keep out of reach of children.

**8. Exposure Controls / Personal Protection****Canada**

Occupational exposure limits		TWA (8 hours)			STEL (15 mins)			Ceiling			
Ingredient	List name	ppm	mg/m <sup>3</sup>	Other	ppm	mg/m <sup>3</sup>	Other	ppm	mg/m <sup>3</sup>	Other	Notations
No exposure limit value known.											

Consult local authorities for acceptable exposure limits.

**Recommended monitoring procedures** If this product contains ingredients with exposure limits, personal, workplace atmosphere or biological monitoring may be required to determine the effectiveness of the ventilation or other control measures and/or the necessity to use respiratory protective equipment.

**Engineering measures** No special ventilation requirements. Good general ventilation should be sufficient to control worker exposure to airborne contaminants. If this product contains ingredients with exposure limits, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure below any recommended or statutory limits.

**Hygiene measures** Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

**Personal protection**

**Respiratory** Use a properly fitted, air-purifying or air-fed respirator complying with an approved standard if a risk assessment indicates this is necessary. Respirator selection must be based on known or anticipated exposure levels, the hazards of the product and the safe working limits of the selected respirator.

## 8. Exposure Controls / Personal Protection

Hands	Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary.
Eyes	Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists or dusts.
Skin	Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Personal protective equipment  
(Pictograms)



### Environmental exposure controls

Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

## 9. Physical and Chemical Properties

Physical state	Liquid.
VOC	7.6 % (w/v)
Dispersibility properties	Very slightly dispersible in the following materials: methanol. Not dispersible in the following materials: cold water and hot water.

## 10. Stability and Reactivity

Chemical stability	The product is stable.
Possibility of hazardous reactions	Under normal conditions of storage and use, hazardous reactions will not occur.
Hazardous polymerization	Under normal conditions of storage and use, hazardous polymerization will not occur.
Conditions to avoid	No specific data.
Materials to avoid	No specific data.
Hazardous decomposition products	Under normal conditions of storage and use, hazardous decomposition products should not be produced.

## 11. Toxicological Information

### United States

#### Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
Solvent naphtha (petroleum), light arom.	LD50 Oral	Rat	8400 mg/kg	-
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	LD50 Dermal	Rabbit	200 mg/kg	-
	LD50 Oral	Rat	6150 mg/kg	-

**11. Toxicological Information**

Product/ingredient name	Result	Species	Score	Exposure	Observation
Solvent naphtha (petroleum), light arom.	Eyes - Mild irritant	Rabbit	-	-	-

Classification

Product/ingredient name	ACGIH	IARC	EPA	NIOSH	NTP	OSHA
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	-	3	-	-	-	-

CanadaAcute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
Solvent naphtha (petroleum), light arom.	LD50 Oral	Rat	8400 mg/kg	-
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	LD50 Dermal	Rabbit	200 mg/kg	-
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Classification

Product/ingredient name	ACGIH	IARC	EPA	NIOSH	NTP	OSHA
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	-	3	-	-	-	-

MexicoAcute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
Solvent naphtha (petroleum), light arom.	LD50 Oral	Rat	8400 mg/kg	-
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	LD50 Dermal	Rabbit	200 mg/kg	-
	LD50 Oral	Rat	6150 mg/kg	-

Product/ingredient name	Result	Score	Score	Exposure	Observation
Solvent naphtha (petroleum), light arom.	Eyes - Mild irritant	Rabbit	-	-	-

**11. Toxicological Information****Classification**

Product/ingredient name	ACGIH	IARC	EPA	NIOSH	NTP	OSHA
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	-	3	-	-	-	-

**12. Ecological Information**

**Environmental effects** No known significant effects or critical hazards.

**United States****Aquatic ecotoxicity**

Product/ingredient name	Test	Result	Species	Exposure
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	-	Acute EC50 100 ppb Fresh water	Daphnia - Water flea - Daphnia magna - <24 hours	48 hours
	-	Acute EC50 0.51 ppm Fresh water	Daphnia - Water flea - Daphnia magna - <24 hours	48 hours
	-	Acute LC50 4.2 mg/L Fresh water	Fish - Bluegill - Lepomis macrochirus - 0.7 g	96 hours
	-	Acute LC50 3.4 mg/L Fresh water	Fish - Rainbow trout, donaldson trout - Oncorhynchus mykiss - 0.6 g	96 hours
	-	Acute LC50 1.9 mg/L Fresh water	Fish - Rainbow trout, donaldson trout - Oncorhynchus mykiss - 1 g	96 hours
	-	Acute LC50 1.8 mg/L Fresh water	Fish - Rainbow trout, donaldson trout - Oncorhynchus mykiss - 1 g	96 hours
	-	Acute LC50 1.06 mg/L Fresh water	Daphnia - Water flea - Daphnia magna - Neonate - <24 hours	48 hours
	-	Acute LC50 4000 ppb Fresh water	Fish - Bluegill - Lepomis macrochirus	96 hours
	-	Acute LC50 1860 ppb Fresh water	Fish - Rainbow trout, donaldson trout - Oncorhynchus mykiss	96 hours
	-	Acute LC50 13.4 to 18 ppb Fresh water	Fish - Bluegill - Lepomis macrochirus	96 hours
	-	Acute LC50 8.8 ppb Marine water	Fish - Sheephead	96 hours





## 12 . Ecological Information

-	Acute LC50 2.4 to 3.2 ppb Fresh water	minnow - Cyprinodon variegatus - Juvenile (Fledgling, Hatchling, Weanling) Fish - Rainbow trout, donaldson trout - Oncorhynchus mykiss	96 hours
-	Acute LC50 3.94 ppm Marine water	Fish - Sheepshead minnow - Cyprinodon variegatus	96 hours
-	Acute LC50 2830 ug/L Fresh water	Daphnia - Water flea - Daphnia magna - <=48 hours	48 hours
-	Acute LC50 1620 ug/L Fresh water	Daphnia - Water flea - Daphnia pulex - <=48 hours	48 hours
-	Acute LC50 1000 ug/L Fresh water	Crustaceans - Water flea - Ceriodaphnia dubia - <=48 hours	48 hours
-	Acute LC50 650 ug/L Fresh water	Crustaceans - Water flea - Ceriodaphnia dubia - Neonate	48 hours
-	Acute LC50 330 ug/L Fresh water	Crustaceans - Water flea - Ceriodaphnia dubia - Neonate - <24 hours	48 hours

CanadaAquatic ecotoxicity

Product/ingredient name	Test	Result	Species	Exposure
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	-	Acute EC50 100 ppb Fresh water	Daphnia - Water flea - Daphnia magna - <24 hours	48 hours
	-	Acute EC50 0.51 ppm Fresh water	Daphnia - Water flea - Daphnia magna - <24 hours	48 hours
	-	Acute LC50 4.2 mg/L Fresh water	Fish - Bluegill - Lepomis macrochirus - 0.7 g	96 hours
	-	Acute LC50 3.4 mg/L Fresh water	Fish - Rainbow trout, donaldson trout - Oncorhynchus mykiss - 0.6 g	96 hours

## 12. Ecological Information

-	Acute LC50 1.9 mg/L Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss - 1 g	96 hours
-	Acute LC50 1.8 mg/L Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss - 1 g	96 hours
-	Acute LC50 1.06 mg/L Fresh water	Daphnia - Water flea - Daphnia magna - Neonate - <24 hours	48 hours
-	Acute LC50 4000 ppb Fresh water	Fish - Bluegill - Lepomis macrochirus	96 hours
-	Acute LC50 1860 ppb Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss	96 hours
-	Acute LC50 13.4 to 18 ppb Fresh water	Fish - Bluegill - Lepomis macrochirus	96 hours
-	Acute LC50 8.8 ppb Marine water	Fish - Sheepshead minnow - Cyprinodon variegatus - Juvenile (Fledgling, Hatchling, Weanling)	96 hours
-	Acute LC50 2.4 to 3.2 ppb Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss	96 hours
-	Acute LC50 3.94 ppm Marine water	Fish - Sheepshead minnow - Cyprinodon variegatus	96 hours
-	Acute LC50 2830 ug/L Fresh water	Daphnia - Water flea - Daphnia magna - <=48 hours	48 hours
-	Acute LC50 1620 ug/L Fresh water	Daphnia - Water flea - Daphnia pulex - <=48 hours	48 hours
-	Acute LC50 1000 ug/L Fresh water	Crustaceans - Water flea - Ceriodaphnia dubia - <=48 hours	48 hours
-	Acute LC50 650 ug/L Fresh water	Crustaceans - Water flea - Ceriodaphnia dubia - Neonate	48 hours

## 12 . Ecological Information

-	Acute LC50 330 ug/L Fresh water	Crustaceans - Water flea - Ceriodaphnia dubia - Neonate - <24 hours	48 hours
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MexicoAquatic ecotoxicity

Product/ingredient name	Test	Result	Species	Exposure
2-(2-butoxyethoxy)ethyl 6-propylpiperonyl ether	-	Acute EC50 100 ppb Fresh water	Daphnia - Water flea - Daphnia magna - <24 hours	48 hours
	-	Acute EC50 0.51 ppm Fresh water	Daphnia - Water flea - Daphnia magna - <24 hours	48 hours
	-	Acute LC50 4.2 mg/L Fresh water	Fish - Bluegill - Lepomis macrochirus - 0.7 g	96 hours
	-	Acute LC50 3.4 mg/L Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss - 0.6 g	96 hours
	-	Acute LC50 1.9 mg/L Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss - 1 g	96 hours
	-	Acute LC50 1.8 mg/L Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss - 1 g	96 hours
	-	Acute LC50 1.06 mg/L Fresh water	Daphnia - Water flea - Daphnia magna - Neonate - <24 hours	48 hours
	-	Acute LC50 4000 ppb Fresh water	Fish - Bluegill - Lepomis macrochirus	96 hours
	-	Acute LC50 1860 ppb Fresh water	Fish - Rainbow trout,donaldson trout - Oncorhynchus mykiss	96 hours
	-	Acute LC50 13.4 to 18 ppb Fresh water	Fish - Bluegill - Lepomis macrochirus	96 hours
-	Acute LC50 8.8 ppb Marine water	Fish - Sheepshead minnow - Cyprinodon variegatus - Juvenile (Fledgling, Hatchling, Weanling)	96 hours	

## 15. Regulatory Information

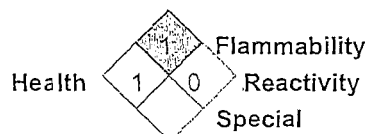
**Canadian lists**  
 CEPA Toxic substances: None of the components are listed.  
 Canadian ARET: None of the components are listed.  
 Canadian NPRI: The following components are listed: Light aromatic solvent naphtha  
 Alberta Designated Substances: None of the components are listed.  
 Ontario Designated Substances: None of the components are listed.  
 Quebec Designated Substances: None of the components are listed.

**Canada inventory** All components are listed or exempted.

This product has been classified in accordance with the hazard criteria of the Controlled Products Regulations and the MSDS contains all the information required by the Controlled Products Regulations.

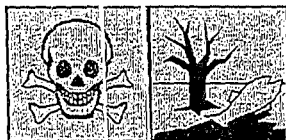
### Mexico

#### Classification



### EU regulations

#### Hazard symbol or symbols



**Risk phrases**  
 R45- May cause cancer.  
 R46- May cause heritable genetic damage.  
 R21- Also harmful in contact with skin.  
 R50/53- Very toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment.

**Safety phrases**  
 S53- Avoid exposure - obtain special instructions before use.  
 S2- Keep out of the reach of children.  
 S29- Do not empty into drains.  
 S36/37- Wear suitable protective clothing and gloves.  
 S46- If swallowed, seek medical advice immediately and show this container or label.  
 S61- Avoid release to the environment. Refer to special instructions/safety data sheet.

### International regulations

**International lists**  
 Australia inventory (AICS): All components are listed or exempted.  
 China inventory (IECSC): All components are listed or exempted.  
 Japan inventory: Not determined.  
 Korea inventory: All components are listed or exempted.  
 New Zealand Inventory of Chemicals (NZIoC): All components are listed or exempted.  
 Philippines inventory (PICCS): All components are listed or exempted.

**Chemical Weapons Convention List Schedule I Chemicals** Not listed

**Chemical Weapons Convention List Schedule II Chemicals** Not listed

**Chemical Weapons Convention List Schedule III Chemicals** Not listed

## 16 . Other information

**Label requirements** CONTAINS MATERIAL THAT MAY CAUSE TARGET ORGAN DAMAGE, BASED ON ANIMAL DATA.

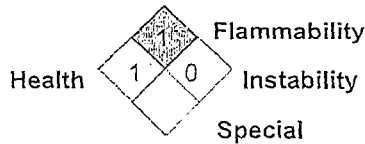
**Hazardous Material Information System (U.S.A.)**

Health	1
Flammability	1
Physical hazards	0

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings are not required on MSDSs under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered mark of the National Paint & Coatings Association (NPCA). HMIS® materials may be purchased exclusively from J. J. Keller (800) 327-6868.

The customer is responsible for determining the PPE code for this material. Suggested protective clothing might not be adequate. Consult a specialist before handling this product.

**National Fire Protection Association (U.S.A.)**



**Date of issue** 2/25/2013.

**Version** 3.03

Indicates information that has changed from previously issued version.

**Notice to Reader:**

The buyer assumes all risk in connection with the use of this material. The buyer assumes all responsibility for ensuring this material is used in a safe manner in compliance with applicable environmental, health and safety laws, policies and guidelines. Agrium Inc. assumes no responsibility or liability for the information supplied on this sheet, including any damages or injury caused thereby. Agrium Inc. does not warrant the fitness of this material for any particular use and assumes no responsibility for injury or damage caused directly or indirectly by or related to the use of the material. The information contained in this sheet is developed from what Agrium Inc. believes to be accurate and reliable sources, and is based on the opinions and facts available on the date of preparation.

Ultrasol Industries  
10755-69 Avenue  
Edmonton, Alberta CANADA T6H 2C9  
CANUTEC EMERGENCY #:1-613-996-6666(24HR)

Product: 5400-0010 DOKTOR DOOM GO GREEN 60 DAY RESIDUAL CONTROL OF COCKROACHES

SECTION 01: MANUFACTURER INFORMATION

MANUFACTURER.....Ultrasol Industries  
10755-69 Avenue  
Edmonton, Alberta  
CANADA  
T6H 2C9  
CANUTEC EMERGENCY #:1-613-996-6666(24HR)

PRODUCT NAME.....DD GO GREEN 60 DAY RESIDUAL CONTROL OF  
COCKROACHES

FORMULATION #.....012

CHEMICAL FAMILY.....PERMETHRIN.

TRADE NAMES & SYNONYMS.....SAME AS PRODUCT NAME.

PRODUCT USES.....INSECTICIDE.

CHEMICAL FORMULA.....NOT APPLICABLE.

MOLECULAR WEIGHT.....NOT APPLICABLE.

T.D.G. CLASSIFICATION.....CONSUMER COMMODITY.

WHMIS CLASSIFICATION.....NOT APPLICABLE.

CNFC SECTION 3.3.5.....LEVEL 1.

NFPA CODE 30B.....LEVEL 1.

HMIS RATING FLAMMABILITY.....1 SLIGHT HAZARD.

HMIS RATING HEALTH.....2 MODERATE HAZARD.

HMIS RATING REACTIVITY.....0 MINIMAL HAZARD.

SECTION 02: HAZARDOUS INGREDIENTS

%	CAS / TLV	LD/50, ROUTE, SPECIES	LC/50, ROUTE, SPECIES
PERMETHRIN 0.250	52645-53-1 NOT AVAILABLE	>2500 mg/kg ORAL - RAT	NOT AVAILABLE
ODOURLESS MINERAL SPIRITS		>5000 mg/kg ORAL - RAT	NOT AVAILABLE
ISOBUTANE		NOT APPLICABLE	142,500 ppm (4h) INHAL - RAT
PROPANE		NOT APPLICABLE	NOT AVAILABLE

SECTION 03: PHYSICAL DATA

PHYSICAL STATE.....AEROSOL.

BOILING POINT (DEG C)(CONC).....>100.

VAPOUR PRESSURE(PSIG)-AEROSO.....50-60.  
@ 20 C

VAPOUR DENSITY (AIR=1).....GREATER THAN 1.  
(BY WEIGHT)

SOLUBILITY IN WATER.....SOLUBLE.  
 APPEARANCE.....WHITE EMULSION.  
 ODOR.....HYDROCARBON.  
 ODOR THRESHOLD.....NOT AVAILABLE.  
 SPECIFIC GRAVITY (LIQUID).....0.94-0.98.  
 SPECIFIC GRAVITY (AEROSOL).....0.75-0.79.  
 AEROSOL PERCENT VOC (W/W).....39-40.  
 AEROSOL PERCENT VOLATILE.....98-99.  
 (BY WEIGHT)  
 EVAPORATION RATE.....LESS THAN 1.  
 n-BUTYL ACETATE = 1  
 pH.....6.5 - 7.5.  
 FREEZING POINT: (C).....NOT AVAILABLE.  
 COEFFICIENT OF WATER/OIL.....NOT AVAILABLE.  
 DIST.

-----  
 SECTION 04: FIRE & EXPLOSION DATA  
 -----

AEROSOL FLAME PROJECTION  
 CLASSIFIED AS:.....0 CM.  
 FLASHBACK.....NONE.  
 FLAMMABILITY.....NOT A FLAMMABLE PRODUCT (AS PER CANADIAN  
 AEROSOL REGULATIONS).  
 IF YES, UNDER WHICH.....EXCESSIVE HEAT, SPARKS AND OPEN FLAME.  
 CONDITIONS ?  
 EXTINGUISHING MEDIA.....CARBON DIOXIDE, DRY CHEMICAL, FOAM.  
 SPECIAL PROCEDURES.....WATER FROM FOGGING NOZZLES MAY BE USED TO  
 COOL CLOSED CONTAINERS TO PREVENT BUILD-UP  
 IF EXPOSED TO EXTREME TEMPERATURES. FULL  
 PROTECTIVE EQUIPMENT INCLUDING SELF  
 CONTAINED BREATHING APPARATUS SHOULD BE  
 WORN IN A FIRE INVOLVING THIS MATERIAL.  
 FLASH POINT(C), TAG CLOSED-CUP.....> 43.  
 (CONCENTRATION)  
 AUTO IGNITION TEMPERATURE (C).....NOT AVAILABLE.  
 LOWER FLAMMABLE LIMIT.....1.  
 (% BY VOLUME)  
 UPPER FLAMMABLE LIMIT.....9.5.  
 (% BY VOLUME)  
 HAZARDOUS COMBUSTION  
 PRODUCTS.....HYDROCARBON FUMES AND SMOKE, CARBON  
 MONOXIDE WHERE COMBUSTION IS INCOMPLETE.  
 EXPLOSION DATA  
 SENSITIVITY TO STATIC.....NOT APPLICABLE.  
 DISCHARGE  
 SENSITIVITY TO IMPACT.....NOT APPLICABLE.

-----  
 SECTION 05: REACTIVITY DATA  
 -----

CHEMICAL STABILITY:  
 YES.....UNDER NORMAL CONDITIONS.  
 NO, WHICH CONDITIONS?.....NOT APPLICABLE.  
 COMPATIBILITY WITH OTHER  
 SUBSTANCES :  
 NO, WHICH ONES?.....STRONG OXIDIZING AGENTS.  
 HAZARDOUS PRODUCTS OF  
 DECOMPOSITION.....HYDROCARBON FUMES AND SMOKE, CARBON  
 MONOXIDE WHERE COMBUSTION IS INCOMPLETE.  
 HAZARDOUS POLYMERIZATION.....WILL NOT OCCUR.  
 REACTIVITY CONDITIONS?.....NOT APPLICABLE.

-----  
 SECTION 06: TOXICOLOGICAL PROPERTIES  
 -----

ROUTE OF ENTRY:

SKIN CONTACT.....MAY CAUSE IRRITATION.  
 SKIN ABSORPTION.....NO DATA AVAILABLE FOR THIS PRODUCT MIXTURE.  
 EYE CONTACT.....VAPORS MAY IRRITATE.  
 INHALATION.....INHALATION OF SOLVENTS MAY CAUSE IRRITATION. PROPELLANT IS A SIMPLE ASPHYXIANT.  
 INGESTION.....MAY CAUSE HEADACHE, NAUSEA, VOMITING AND WEAKNESS.  
 EFFECTS OF ACUTE EXPOSURE.....DIZZINESS, NAUSEA. IRRITATION TO SKIN & EYES.  
 EFFECTS OF CHRONIC EXPOSURE.....SOLVENTS MAY CAUSE DEFATTING DERMATITIS.  
 EXPOSURE LIMIT OF MATERIAL.....SEE SECTION II.  
 IRRITANCY OF MATERIAL.....SLIGHT.  
 SENSITIZING CAPABILITY OF.....UNKNOWN.  
 MATERIAL  
 CARCINOGENICITY OF MATERIAL.....THE INGREDIENTS OF THIS PRODUCT ARE NOT LISTED AS CARCINOGENS BY NTP, (NATIONAL TOXICOLOGY PROGRAM), NOT REGULATED AS CARCINOGENS BY OSHA, (OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION), AND HAVE NOT BEEN EVALUATED BY IARC, (INTERNATIONAL AGENCY FOR RESEARCH ON CANCER), NOR BY ACGIH (AMERICAN CONFERENCE OF GOVERNMENTAL INDUSTRIAL HYGIENISTS).  
 REPRODUCTIVE EFFECTS.....NO INFORMATION IS AVAILABLE AND NO ADVERSE REPRODUCTIVE EFFECTS ARE ANTICIPATED.  
 TERATOGENICITY.....NO INFORMATION IS AVAILABLE AND NO ADVERSE TERATOGENIC EFFECTS ARE ANTICIPATED.  
 MUTAGENICITY.....NO INFORMATION IS AVAILABLE AND NO ADVERSE MUTAGENIC EFFECTS ARE ANTICIPATED.  
 SYNERGISTIC MATERIALS.....NONE KNOWN.

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 SECTION 07: PREVENTIVE MEASURES  
 -----

GLOVES/ TYPE.....NOT NORMALLY REQUIRED.  
 RESPIRATORY/TYPE.....NOT NORMALLY REQUIRED.  
 EYE/TYPE.....SAFETY GLASSES.  
 FOOTWEAR/TYPE.....NOT NORMALLY REQUIRED.  
 OTHER/TYPE.....NOT REQUIRED.  
 ENGINEERING CONTROLS.....VENTILATION - LOCAL (MECHANICAL IF USED INDOORS ON A CONTINUOUS BASIS).  
 LEAK/SPILL.....REMOVE ALL SOURCES OF IGNITION. USE AN INERT ABSORBENT MATERIAL, AND NON-SPARKING TOOLS. AVOID BREATHING FUMES. VENTILATE AREA. PREVENT FROM ENTERING A WATERCOURSE.  
 HANDLING PROCEDURES AND EQUIPMENT.....STORE IN A COOL, WELL VENTILATED AREA NOT TO EXCEED 50 DEG C.  
 WASTE DISPOSAL.....DO NOT PUNCTURE OR INCINERATE CONTAINERS, EVEN WHEN EMPTY. DISPOSE OF IN ACCORDANCE WITH LOCAL, PROVINCIAL AND FEDERAL REGULATIONS.  
 STORAGE NEEDS.....KEEP AWAY FROM HEAT, SPARKS, AND OPEN FLAMES.  
 SPECIAL SHIPPING INSTRUCTIONS.....SEE SECTION 1.....TDG CLASSIFICATION.

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 SECTION 08: FIRST AID MEASURES  
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EMERGENCY FIRST AID  
 PROCEDURE.....IN CASE OF EYE CONTACT, FLUSH IMMEDIATELY WITH PLENTY OF WATER FOR AT LEAST 15



22103-MSDS-ENG-01-01-2016

MINUTES AND GET MEDICAL ATTENTION. FOR SKIN, WASH THOROUGHLY WITH SOAP AND WATER. IF AFFECTED BY INHALATION OF VAPOUR OR SPRAY MIST, REMOVE TO FRESH AIR. IF SWALLOWED; DO NOT INDUCE VOMITING, GET MEDICAL ATTENTION.

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SECTION 09: ADDITIONAL INFORMATION  
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NOTICE FROM Ultrasol Industries

Ltd.....THE INFORMATION ON THIS MATERIAL SAFETY DATA SHEET IS PROVIDED BY Ultrasol Ind. Ltd. FREE OF CHARGE. WHILE BELIEVED TO BE RELIABLE, IT IS INTENDED FOR USE BY SKILLED PERSONS AT THEIR OWN RISK. ULTRASOL INDUSTRIES. ASSUMES NO RESPONSIBILITY FOR EVENTS RESULTING OR DAMAGES INCURRED FROM ITS USE. THE INFORMATION ON THIS MATERIAL SAFETY DATA SHEET RELATES ONLY TO THE SPECIFIC MATERIAL DESIGNATED HEREIN AND DOES NOT RELATE TO USE IN COMBINATION WITH ANY OTHER MATERIAL OR IN ANY PROCESS.  
DATED.....1/1/2013


**1. PRODUCT AND COMPANY IDENTIFICATION**

Product name: GREEN WAY ANT & ROACH BAIT GEL  
GREEN WAY ANT & ROACH BAIT GEL D

REG. No.: 30375 Act  
REG. No.: 30628 Act

Chemical Class: Inorganic Insecticide

Registrant:/Manufacturer: Innovative Pest Control Products  
P.O. Box 880216  
Boca Raton, FL, 33488-0216

24/7 EMERGENCY PHONE: INFOTRAC 800-535-5053 Call collect internationally 352-323-3500  
24/7 HEALTH EMERGENCIES: 800-222-1222 National Poison Control Center.

**2. HAZARDS IDENTIFICATION**

GHS Pictograms:  

GHS Label: None.

The product is a white gel with little odour. The product can cause eye and skin irritation. Keep out of reach of children.

**Physical Hazards:**

None.

**Health Hazards Statements:**

H303, May be harmful if swallowed.

H316, Causes mild skin irritation.

H320, Causes eye irritation.

**Environmental hazards**

None.

**Code of Precautionary Statements:**
**General**

P101, Keep out of reach of children.

P103, Read label before use.

**Prevention**

P234, Keep only in original container.

P264, Wash thoroughly after handling.

P270, Do not eat, drink or smoke when using this product.

P281, Use personal protective equipment as required.

**Response**

P314, Get medical advice/attention if you feel unwell.

P331, DO NOT induce vomiting.

P340, Remove victim to fresh air and keep at rest in a position comfortable for breathing.

P352, Wash with plenty of soap and water.

**Storage**

P402, Store in a cool dry place.

**ROUTES OF ENTRY:** Eye contact, skin adsorption, and ingestion.

**CARCINOGENICITY:** The ingredients are not listed in ACGIH, NTP, IARC, or OSHA as carcinogens.

**3. COMPOSITION/INFORMATION ON INGREDIENTS**

INGREDIENTS	CAS #	EINECS #	Percentage
Disodium octaborate tetrahydrate	12280-03-4	234-541-0	6
Proprietary ingredients-Food Grade	Prop.	Prop.	94

**4. FIRST AID MEASURES**

**IF SWALLOWED:** Have person sip a glass of water if able to swallow. Do not induce vomiting unless told to do so by a poison control centre or doctor. Do not give anything by mouth to an unconscious person.

**IF ON SKIN/CLOTHING:** Rinse skin immediately with plenty of water for 15-20 minutes.

**IF IN EYES:** Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Seek medical advice if eyes still feel irritated.

**IF INHALED:** Not a problem. Move person to fresh air. If person is not breathing, call 9-1-1 or an ambulance.

Take the container label or product name and Pest Control Product Registration Number with you when seeking medical attention.

**TOXICOLOGICAL INFORMATION:** Treat symptomatically.

**5. FIRE FIGHTING MEASURES**

**FLASH POINT AND METHOD:** Not combustible      **FLAMMABLE LIMITS:** NA.

**EXTINGUISHING MEDIA:** Use normal fire protection for surrounding fire.

**FIRE FIGHTING PROCEDURES:** Fire fighters wear protective clothing and self-contained breathing apparatus. If water is used to fight fire, control and collect runoff from entering water supplies or the environment.

**6. ACCIDENTAL RELEASE MEASURES**

**ACTION TO TAKE FOR SPILLS/LEAKS:** Keep unauthorized personnel away. Wear personal protective equipment as required. Absorb spilled material with a suitable absorbent. Wash hard surfaces with detergent and water, then absorb with suitable absorbent. Collect the spilled material, any contaminated soil, water and absorbent and place in a waste container for proper disposal. Notify applicable government authority if release is reportable or could adversely affect the environment. Dispose of in accordance with label instructions.

**7. HANDLING AND STORAGE**

**PRECAUTIONS IN HANDLING:** Avoid contact with eyes and skin. Wash thoroughly after use. If clothing becomes contaminated, wash thoroughly before re-use.

**PRECAUTIONS TO BE TAKEN IN STORAGE:** Store at room temperature.

**8. EXPOSURE CONTROLS/PERSONAL PROTECTION**

**EYE PROTECTION:** Suggest wearing eye protection.

**SKIN PROTECTION:** Not normally required.

**HAND PROTECTION:** Not normally required.

**RESPIRATORY PROTECTION:** Not normally required.

**ENGINEERING CONTROLS:** Normal room conditions.

**9. PHYSICAL AND CHEMICAL PROPERTIES**

**APPEARANCE:** Colourless to a slight white.

**ODOUR:** Sweet.

**DENSITY:** 1.34 g/mL at 68 °F (20°C).

**pH:** 7.4.

**SOLUBILITY (Water):** Soluble

**10. STABILITY AND REACTIVITY**

**STABILITY:** Stable under normal conditions.

**INCOMPATIBILITY WITH OTHER SUBSTANCES:** Strong oxidizers.

**CONDITIONS TO AVOID:** Prolong storage at temperatures above 100 °F (40 °C).

**HAZARDOUS POLYMERIZATION:** Will not occur.

**HAZARDOUS DECOMPOSITION PRODUCTS:** None

**11. TOXICOLOGICAL INFORMATION**

The product is slightly toxic.

**INGESTION:** May cause gastrointestinal tract irritation and irritation to the throat.

**SKIN CONTACT:** Minimally irritating

**INHALATION:** Mists and vapours may cause irritation to the respiratory tract.

**EYE CONTACT:** Slightly irritating.

**CHRONIC EFFECTS:** None known.

**CARCINOGENICITY:** The ingredients in this product are not classified as carcinogenic by the ACGIH, IARC, OSHA and the NTP.

#### 12. ECOLOGICAL INFORMATION

**ENVIRONMENTAL EFFECTS:** No known effects

**ECOTOXICOLOGICAL INFORMATION:** Not determined.

**PERSISTENCE AND DEGRADATION:** Not known.

#### 13. DISPOSAL CONSIDERATIONS

**END USERS MUST DISPOSE OF ANY UNUSED PRODUCT AS PER THE LABEL RECOMMENDATIONS.**

**PRODUCT DISPOSAL:** No special disposal treatment is required. Refer to provincial or municipal regulations for applicable site-specific requirements.

**CONTAINER DISPOSAL:** Dispose of product containers, waste containers and residues according to label instructions and Provincial requirements.

#### 14. TRANSPORT INFORMATION

**TDG SHIPPING NAME:** Not regulated.

**IATA SHIPPING NAME:** Not regulated.

**IMO SHIPPING NAME:** Not regulated.

#### 15. REGULATORY INFORMATION

**WHMIS STATUS:** This product is not hazardous under the WHMIS criteria.

#### 6. OTHER INFORMATION

**REASON FOR ISSUE:** New GHS Safety Data Sheet replaces 14 January 2014.

**APPROVAL DATE:** 15 May 2015

**PREPARED BY:** Dennis Belau  
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[alan@antcafe.com](mailto:alan@antcafe.com)

**WARRANTY:** The provided in this Safety Data Sheet has been obtained from sources believed to be reliable. Innovative Pest Control Products provides no warranties, expressed or implied and assumes no responsibility for the accuracy and completeness of the data contained herein. This information is offered for your consideration and investigation. The user is responsible to ensure that they have all the data relevant to their particular use.

# Safety Data Sheet

## AVERT GRAN. CARP. ANT

Revision date : 2013/04/26  
Version: 2.0

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### 1. Product and Company Identification

Company  
BASF Canada Inc.  
100 Milverton Drive  
Mississauga, ON L5R 4H1, CANADA

24 Hour Emergency Response Information  
CANUTEC (reverse charges): (613) 996-6666  
BASF HOTLINE: (800) 454-COPE (2673)

PCP # 27864  
Synonyms:

Abamectin B1

### 2. Hazards Identification

#### Emergency overview

**CAUTION:**  
Contains the allergen soy.  
KEEP OUT OF REACH OF CHILDREN.  
KEEP OUT OF REACH OF DOMESTIC ANIMALS.  
HARMFUL IF SWALLOWED.  
HARMFUL IF ABSORBED THROUGH SKIN.  
Avoid inhalation.  
Avoid contact with the skin, eyes and clothing.

State of matter: solid  
Colour: yellowish  
Odour: product specific

#### Potential health effects

**Acute toxicity:**  
Relatively nontoxic after short-term skin contact. Relatively nontoxic after single ingestion.

**Irritation / corrosion:**  
May cause moderate but temporary irritation to the eyes. May cause slight irritation to the skin.

**Sensitization:**  
Skin sensitizing effects were not observed in animal studies.

**Chronic toxicity:**

**Teratogenicity:** The product has not been tested. The statement has been derived from the properties of the individual components.

**Signs and symptoms of overexposure:**

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No significant reaction of the human body to the product known.

### Potential environmental effects

#### **Aquatic toxicity:**

Very toxic (acute effect) to fish. Very toxic (acute effect) to aquatic invertebrates. Acutely toxic for aquatic plants.

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### 3. Composition / Information on Ingredients

Not WHMIS controlled.

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### 4. First-Aid Measures

#### **General advice:**

First aid providers should wear personal protective equipment to prevent exposure. Remove contaminated clothing. Move person to fresh air. If person is not breathing, call 911 or ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a poison control center or physician for treatment advice. Have the product container or label with you when calling a poison control center or doctor or going for treatment.

#### **If inhaled:**

Remove the affected individual into fresh air and keep the person calm.

#### **If on skin:**

Rinse skin immediately with plenty of water for 15 - 20 minutes.

#### **If in eyes:**

Hold eyes open and rinse slowly and gently with water for 15 to 20 minutes. Remove contact lenses, if present, after first 5 minutes, then continue rinsing.

#### **If swallowed:**

Never induce vomiting or give anything by mouth if the victim is unconscious or having convulsions. Do not induce vomiting. Have person sip a glass of water if able to swallow.

#### **Note to physician**

Treatment: Symptomatic treatment (decontamination, vital functions).

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### 5. Fire-Fighting Measures

Flash point:

not applicable

Lower explosion limit:

As a result of our experience with this product and our knowledge of its composition we do not expect any hazard as long as the product is used appropriately and in accordance with the intended use.

Upper explosion limit:

As a result of our experience with this product and our knowledge of its composition we do not expect any hazard as long as the product is used appropriately and in accordance with the intended use.

Flammability:

Product is combustible.

Self-ignition temperature:

Based on its structural properties the product is not classified as self-igniting.

#### **Suitable extinguishing media:**

foam, dry powder, carbon dioxide, water spray

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### Hazards during fire-fighting:

carbon monoxide, carbon dioxide,

The substances/groups of substances mentioned can be released in case of fire.

### Protective equipment for fire-fighting:

Firefighters should be equipped with self-contained breathing apparatus and turn-out gear.

### Further information:

Evacuate area of all unnecessary personnel. Contain contaminated water/firefighting water. Do not allow to enter drains or waterways.

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## 6. Accidental release measures

### Personal precautions:

Take appropriate protective measures. Clear area. Shut off source of leak only under safe conditions.

Extinguish sources of ignition nearby and downwind. Ensure adequate ventilation. Wear suitable personal protective clothing and equipment.

### Environmental precautions:

Do not discharge into the subsoil/soil. Do not discharge into drains/surface waters/groundwater.

### Cleanup:

Dike spillage. Pick up with suitable absorbent material. Spilled substance/product should be recovered and applied according to label rates whenever possible. If application of spilled substance/product is not possible, then spills should be contained, solidified, and placed in suitable containers for disposal. After decontamination, spill area can be washed with water. Collect wash water for approved disposal.

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## 7. Handling and Storage

### Handling

#### General advice:

RECOMMENDATIONS ARE FOR MANUFACTURING, COMMERCIAL BLENDING, AND PACKAGING WORKERS. PESTICIDE APPLICATORS & WORKERS must refer to the Product Label and Directions for Use attached to the product. Provide good ventilation of working area (local exhaust ventilation if necessary). Keep away from sources of ignition - No smoking. Keep container tightly sealed. Protect against heat. Handle and open container with care. Do not open until ready to use. Once container is opened, content should be used as soon as possible. Provide means for controlling leaks and spills. Follow label warnings even after container is emptied. The substance/ product may be handled only by appropriately trained personnel. Avoid all direct contact with the substance/product. Avoid contact with the skin, eyes and clothing. Avoid inhalation of dusts/mists/vapours. Wear suitable personal protective clothing and equipment.

#### Protection against fire and explosion:

The relevant fire protection measures should be noted. Fire extinguishers should be kept handy. Avoid all sources of ignition: heat, sparks, open flame. Avoid extreme heat. Ground all transfer equipment properly to prevent electrostatic discharge. Electrostatic discharge may cause ignition.

### Storage

#### General advice:

Keep only in the original container in a cool, dry, well-ventilated place away from ignition sources, heat or flame. Protect containers from physical damage. Protect against contamination. The authority permits and storage regulations must be observed.

#### Storage incompatibility:

General advice: Segregate from incompatible substances. Segregate from foods and animal feeds. Segregate from textiles and similar materials.

#### Storage stability:

May be kept indefinitely if stored properly. If an expiry date is mentioned on the packaging/label this takes priority over the statements on storage duration in this safety data sheet.

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### 8. Exposure Controls and Personal Protection

Users of a pesticidal product should refer to the product label for personal protective equipment requirements.

#### Advice on system design:

Whenever possible, engineering controls should be used to minimize the need for personal protective equipment.

#### Personal protective equipment

##### Respiratory protection:

Wear respiratory protection if ventilation is inadequate. Wear a NIOSH-certified (or equivalent) organic vapour/particulate respirator. For situations where the airborne concentrations may exceed the level for which an air purifying respirator is effective, or where the levels are unknown or Immediately Dangerous to Life or Health (IDLH), use NIOSH-certified full facepiece pressure demand self-contained breathing apparatus (SCBA) or a full facepiece pressure demand supplied-air respirator (SAR) with escape provisions.

##### Hand protection:

Chemical resistant protective gloves, Protective glove selection must be based on the user's assessment of the workplace hazards.

##### Eye protection:

Safety glasses with side-shields. Tightly fitting safety goggles (chemical goggles). Wear face shield if splashing hazard exists.

##### Body protection:

Body protection must be chosen depending on activity and possible exposure, e.g. head protection, apron, protective boots, chemical-protection suit.

##### General safety and hygiene measures:

RECOMMENDATIONS FOR MANUFACTURING, COMMERCIAL BLENDING, AND PACKAGING WORKERS  
Wear long sleeved work shirt and long work pants in addition to other stated personal protective equipment. Work place should be equipped with a shower and an eye wash. Handle in accordance with good industrial hygiene and safety practice. Store work clothing separately. Keep away from food, drink and animal feeding stuffs.

### 9. Physical and Chemical Properties

Form:	granules	
Odour:	product specific	
Odour threshold:	No data available.	
Colour:	yellowish	
pH value:		insoluble, not applicable, The statements are based on the properties of the individual components.
Melting point:		not applicable
Vapour pressure:		negligible
Bulk density:	approx. 288 - 352 kg/m <sup>3</sup>	
Vapour density:		not determined
Partitioning coefficient n-octanol/water (log Pow):		not applicable
Viscosity, dynamic:		not applicable
Solubility in water:		insoluble

### 10. Stability and Reactivity



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### Conditions to avoid:

Avoid all sources of ignition: heat, sparks, open flame. Avoid prolonged storage. Avoid electro-static discharge. Avoid contamination. Avoid prolonged exposure to extreme heat. Avoid extreme temperatures. This product may form an explosive mixture if: 1. the dust is suspended in the atmosphere as a dust cloud AND 2. the concentration of the dust is above the lower explosion limit (LEL) AND 3. the limiting oxygen concentration (LOC) is exceeded.

### Substances to avoid:

caustics

### Hazardous reactions:

The product is chemically stable.

### Decomposition products:

No hazardous decomposition products if stored and handled as prescribed/indicated., Prolonged thermal loading can result in products of degradation being given off.

### Thermal decomposition:

Possible thermal decomposition products:  
carbon monoxide, carbon dioxide

Stable at ambient temperature. If product is heated above decomposition temperature toxic vapours may be released. To avoid thermal decomposition, do not overheat.

### Corrosion to metals:

Corrosive effects to metal are not anticipated.

### Oxidizing properties:

Based on its structural properties the product is not classified as oxidizing.

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## 11. Toxicological information

### Acute toxicity

#### Oral:

Type of value: LD50  
Species: rat  
Value: > 5,000 mg/kg

#### Inhalation:

The product has not been tested. The statement has been derived from the properties of the individual components.

*Information on: Abamectin*

*Type of value: LC50*

*Species: rat*

*Value: > 0,034 mg/l (OECD Guideline 403)*

*Exposure time: 4 h*

#### Dermal:

Type of value: LD50  
Species: rabbit  
Value: 2,000 mg/kg

#### Irritation / corrosion:

#### Skin:

*Information on: Abamectin*

*Species: rabbit*

*Result: non-irritant*

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### Eye:

*Information on: Abamectin*  
*Species: rabbit*  
*Result: non-irritant*  
*Method: OECD Guideline 405*

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### Sensitization:

Species: guinea pig  
Result: Non-sensitizing.

### Repeated dose toxicity

*Information on: Abamectin*  
*Assessment of repeated dose toxicity:*  
Repeated inhalation exposure to small quantities may affect certain organs.  
*Repeated oral exposure to small quantities may affect certain organs.*

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### Carcinogenicity

*Information on: Abamectin*  
*The results of various animal studies gave no indication of a carcinogenic effect.*  
*In long-term studies in rats and mice in which the substance was given by feed, a carcinogenic effect was not observed.*

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### Reproductive toxicity

*Information on: Abamectin*  
*The results of animal studies gave no indication of a fertility impairing effect.*

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### Development:

*Information on: Abamectin*  
*Indications of possible developmental toxicity/teratogenicity were seen in animal studies.*  
*Causes developmental effects in animals at high, maternally toxic doses.*

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### Other Information:

Misuse can be harmful to health.

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## 12. Ecological Information

### Fish

*Information on: Abamectin*  
*Acute:*  
*OECD 203; ISO 7346; 92/69/EEC, C.1 Flow through.*  
*Oncorhynchus mykiss/LC50 (96 h): 0.0087 mg/l*  
*Oncorhynchus mykiss/LC50 (96 h): 0.0036 mg/l*

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### Aquatic invertebrates

*Information on: Abamectin*

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*Acute:*  
*Daphnia magna/EC50 (48 h): 0.00034 mg/l*

### Aquatic plants

*Information on: Abamectin*  
*Toxicity to aquatic plants:*  
*OECD.Guideline 201 static*  
*green algae/EC50 (72 h): > 6.1 mg/l*  
*static*  
*green algae/EC50 (72 h): > 100 mg/l*

### Environmental mobility:

*Information on: Abamectin*  
*Assessment transport between environmental compartments:*  
*low mobility in soil*

### Other adverse effects:

Do not discharge product into the environment without control.

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## 13. Disposal considerations

### Waste disposal of substance:

Pesticide wastes are regulated. If pesticide wastes cannot be disposed of according to label instructions, contact the State Pesticide or Environmental Control Agency or the Hazardous Waste representative at the nearest EPA Regional Office for guidance.

### Container disposal:

Rinse thoroughly at least three times (triple rinse) in accordance with EPA recommendations. Consult state or local disposal authorities for approved alternative procedures such as container recycling. Recommend crushing, puncturing or other means to prevent unauthorized use of used containers.

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## 14. Transport Information

### Land transport

TDG

Not classified as a dangerous good under transport regulations

### Sea transport

IMDG

Hazard class:	9
Packing group:	III
ID number:	UN 3077
Hazard label:	9, EHSM
Marine pollutant:	YES
Proper shipping name:	ENVIRONMENTALLY HAZARDOUS SUBSTANCE, SOLID, N.O.S. (contains ABAMECTIN)

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### Air transport

IATA/ICAO

Hazard class: 9

Packing group: III

ID number: UN 3077

Hazard label: 9, EHSM

Proper shipping name: ENVIRONMENTALLY HAZARDOUS SUBSTANCE, SOLID, N.O.S.  
(contains ABAMECTIN)

## 15. Regulatory Information

### Federal Regulations

#### Registration status:

Crop Protection DSL, CA released / listed

Biocide DSL, CA released; restriction on quantity / not listed

Chemical DSL, CA blocked / not listed

WHMIS does not apply to this product.

**THIS PRODUCT HAS BEEN CLASSIFIED IN ACCORDANCE WITH THE HAZARD CRITERIA OF THE CPR AND THE MSDS CONTAINS ALL THE INFORMATION REQUIRED BY THE CPR.**

## 16. Other Information

Recommended use: insecticide

We support worldwide Responsible Care® initiatives. We value the health and safety of our employees, customers, suppliers and neighbors, and the protection of the environment. Our commitment to Responsible Care is integral to conducting our business and operating our facilities in a safe and environmentally responsible fashion, supporting our customers and suppliers in ensuring the safe and environmentally sound handling of our products, and minimizing the impact of our operations on society and the environment during production, storage, transport, use and disposal of our products.

#### SDS Prepared by:

BASF NA Product Regulations

msds@basf.com

BASF HOTLINE (800) 454 – COPE (2673)

SDS Prepared on: 2013/04/26

END OF DATA SHEET

## MATERIAL SAFETY DATA SHEET

**PRODUCT:** PRO® Green Earth S. D. Insect Dust

**CODE:** 5187071

### SECTION 1 - PRODUCT INFORMATION

**P.C.P. Act Registration No.:** 28746  
**Chemical Name:** Diatomaceous Earth  
**Synonyms:** Amorphous Silica, Silicon Dioxide  
**Chemical Family:** Silica  
**Product Use:** Insecticide  
**TDG Classification:** Not Regulated

### SECTION 2 – HAZARDOUS INGREDIENTS

INGREDIENTS	WEIGHT %	CAS REG #	LD 50 (mg/Kg)	T.W.A. – T.L.V.
Diatomaceous earth	97	7631-86-9	-	-
Crystalline silica	<3	14808-60-7	-	10 mg/m <sup>3</sup>

### SECTION 3 - PHYSICAL DATA

<b>Physical State:</b> Solid <b>Specific Gravity:</b> Not Applicable <b>Boiling Point:</b> Not Applicable <b>% Volatiles:</b> Not Applicable <b>Solubility in Water:</b> Insoluble	<b>Appearance\Odour:</b> fine white powder; no odour <b>pH:</b> No Data <b>Freezing/Melting Point:</b> Not Applicable <b>Vapour Density:</b> Not Applicable <b>Evaporation Rate:</b> Not Applicable
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### SECTION 4 - FIRE AND EXPLOSION

<b>Flash Point:</b> Not Applicable <b>Lower Explosion Limit %:</b> Not Applicable <b>Fire Extinguishing Media:</b> Foam, Dry Chemical, Carbon Dioxide, Water Fog <b>Fire Fighting Procedures:</b> Determined by surrounding materials <b>Other Fire or Explosion Hazards:</b> None Known	<b>Autoignition Temperature:</b> Not Applicable <b>Upper Explosion Limit %:</b> Not Applicable
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### SECTION 5 - REACTIVITY DATA

<b>Stability:</b> Stable <b>Conditions to Avoid:</b> None under normal use <b>Incompatibility (Materials to Avoid):</b> Hydrofluoric acid <b>Hazardous Decomposition Products:</b> None known	<b>Hazardous Polymerization:</b> Will not occur
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## SECTION 6 - HEALTH HAZARD DATA

- Acute Effects of Overexposure:** Inhalation can cause irritation to the throat and nose. In extreme exposures some congestion may occur.
- Effects of Chronic Exposure:** Crystalline silica is an inhalation hazard. Classified as a carcinogen. Can also cause silicosis of the lung.
- Other Health Effects:** May aggravate pre-existing upper respiratory and lung diseases, such as bronchitis, emphysema and asthma.

## SECTION 7 - FIRST AID PROCEDURES

- Inhalation:** Move victim to fresh air. Give artificial respiration ONLY if required. Give CPR if there is no breathing AND no pulse. OBTAIN MEDICAL ADVICE.
- Skin Contact:** Flush skin with running water and thoroughly wash with soap and water. If irritation persists, seek medical attention.
- Ingestion:** Give 1 to 2 glasses of water (200 to 500 ml) to dilute material. DO NOT induce vomiting. If vomiting occurs, lean victim forward with head down to avoid breathing vomitus. OBTAIN MEDICAL ADVICE.
- Eye Contact:** Flush eyes with running water for 20 minutes. Hold eyelids open during flushing. If irritation persists, seek medical attention.

## SECTION 8 - PREVENTIVE MEASURES

- Respiratory Protection:** None normally required under normal usage
- Eye Protection:** None normally required under normal usage
- Skin Protection:** None normally required under normal usage
- Other Personal Protective Equipment:** None
- Engineering Controls:** Local exhaust or ventilation
- Handling Procedures and Equipment:** Avoid breathing dust, contact with eyes, skin and clothing. Wash thoroughly after use.
- Storage Requirements:** Store in a cool, dry, ventilated area. Keep out of reach of children and pets.
- Storage Temperature:** Min: none °C Max: 40°C

## SECTION 9 - ENVIRONMENTAL PROTECTION DATA

- Spill and Leak Procedures:** Stop leak and contain spill. Sweep up spilled material and shovel in waste container for disposal. Clean area with detergent and water, absorb wash and place in waste container. Remove any contaminated soil for proper disposal.
- Waste Disposal:** Dispose of empty packaging in garbage. Dispose of waste material in accordance with local, provincial, or federal government regulations.
- Environmental Effects:** Do not contaminate local water supplies or environments.

The information contained herein is considered accurate and offered only as a guide to the handling of this specific material. This information, does not relate to its use with any other material or product or in any process. No warranty, expressed or implied is made regarding the accuracy of the data or the performance of the material by Agrium Advanced Technologies. This Material Safety Data Sheet is valid for three years from Issue Date.

**Prepared by:** Technical Department

**Issue Date:** June 4, 2008

# MATERIAL SAFETY DATA SHEET

WHITMIRE MICRO-GEN  
RESEARCH LABORATORIES, INC.  
3568 TREE COURT IND. BLVD.  
ST. LOUIS, MO 63122  
EFFECTIVE DATE: OCTOBER 28, 1998

Prescription Treatment® brand

**AVERT®**

Dry Flowable Cockroach Bait  
Formula 1

(800) 777-8570 (8:00 A.M. to 4:30 P.M. CST)

EMERGENCY PHONE NUMBERS:

MEDICAL: (800) 225-3320 PROSAR

TRANSPORTATION: (800) 424-9300 CHEMTREC

EPA REG. NO.: 499-294

## SECTION 1: HAZARDOUS INGREDIENTS

### Active Ingredients:

Abamectin: 0.05% (CAS #71751-41-2)  
[A mixture of avermectins containing  
≥80% avermectin B<sub>1a</sub> (5-0-demethyl  
avermectin A<sub>1a</sub>) and ≤20% avermectin  
B<sub>1b</sub> (5-0-demethyl-25-de(1-methyl-  
propyl)-25-(1-methylethyl) avermectin  
A<sub>1a</sub>.)] s

\*exposure limit recommended by  
manufacturer of active ingredient.

All components of this product are listed or excluded from listing on the US Toxic  
Substances Control Act (TSCA) Chemical Substance Inventory.

ACGIH TLV/TWA	ACGIH STEL	OSHA PEL	TLV/PEL
NE	NE	NE	40 mcg/m <sup>3</sup> *

## SECTION 6: SPILL OR LEAK PROCEDURES

Steps to be taken in case material is released or spilled: Spilled material should be  
carefully collected and containerized in a manner that produces the least amount of  
airborne dust. Suitable protective equipment should be worn during any spill clean-up  
operation. Residual surface material may be removed with towels moistened with  
methanol.

Emergency Telephone Number of Chemtrec: (800) 424-9300

(for transportation spills)

Waste Disposal Method: *Pesticide Disposal:* Wastes resulting from the use of this product  
may be disposed of on site or at an approved waste disposal facility. Do not contaminate  
water, food or feed by disposal. *Container Disposal:* Do not reuse empty container. Wrap  
container and put in trash.

In case of spillage, this product is subject to reporting requirements of the Comprehensive  
Environmental Response, Compensation, and Liability Act (CERCLA).

## SECTION 2: PHYSICAL DATA

Boiling Point: NA

Specific Gravity (H<sub>2</sub>O = 1): NA

Vapor Pressure in Aerosol Can: NA

Percent Volatile: 5.5%

Bulk Density: 42 lbs./ft.<sup>3</sup>

Vapor Density: NA

Evaporation Rate: NA

Solubility in Water: Insoluble

Appearance and Odor: Brown dust with  
mild odor.

## SECTION 3: FIRE AND EXPLOSION HAZARD DATA

Flashpoint: NA

Flammable Limits: NE

LEL: 0.130 oz./ft.<sup>3</sup> UEL: NE

NFPA 30B Flammability: NA

Extinguishing Media: CO<sub>2</sub>, Dry Chemical

Special Firefighting Procedures: Avoid creating significant airborne dust. Respiratory  
protection is recommended for fire fighters.

Unusual Fire and Explosion Hazards: Can form an explosive mixture in air if lower  
explosive limit is met.

## SECTION 4: HEALTH HAZARD DATA

Routes of Entry:

Inhalation?

Primary

Skin?

Tertiary

Ingestion?

Secondary

Health Hazard (Acute and Chronic) - Signs and Symptoms of Exposure:

Eye: May cause some reversible eye irritation. Caused slight conjunctival irritation in albino  
rabbits reversible in seven days. Caused a dull cornea in albino rabbits reversible in three  
days.

Skin: Non-irritating to skin. Primary irritation index = 0.00 for albino rabbits. Acute Dermal  
toxicity - LD<sub>50</sub> > 2,000 mg/kg in albino rabbits. Guinea pig dermal sensitization study showed  
material is not a primary skin irritant, fatiguing agent or skin sensitizer.

Ingestion & Inhalation: Acute Oral toxicity - LD<sub>50</sub> > 5,000 mg/kg in albino rats. Particle  
size greatly reduces the possibility of inhalation.

Carcinogenicity:

NTP?

No

IARC Monograph?

No

OSHA Regulated?

No

Emergency and First Aid Procedures:

If Swallowed: Drink 1 or 2 glasses of water and induce vomiting by touching back of  
throat with finger. Do not induce vomiting or give anything by mouth to an unconscious  
person. Get medical attention.

If Inhaled: Remove patient to fresh air. Apply artificial respiration if indicated. Seek  
medical attention.

If on Skin: Wash with soap and warm water. Seek medical attention if irritation persists.

If in Eyes: Flush with plenty of water. Seek medical attention if irritation persists.

Medical Conditions Generally Aggravated by Exposure: None known.

## SECTION 5: REACTIVITY DATA

Stability: Indefinite

Conditions to Avoid: None known.

Incompatibility (Materials to Avoid): Abamectin can be hydrolyzed by strong, caustic  
solution.

Hazardous Decomposition Products: Thermal decomposition in open flame creates  
toxic gases (including CO and CO<sub>2</sub>), toxic dust and smoke may be generated.

Hazardous Polymerization: None Known.

## SECTION 7: SPECIAL PROTECTION INFORMATION

Respiratory Protection: Not required when applying finished product in Crack and  
Crevice® fashion.

Ventilation: Provide adequate ventilation in treated areas.

Local Exhaust: Local exhaust ventilation must be provided where dust may enter the  
work room environment. Mechanical: None required.

Special: Containment areas should have dedicated exhaust and dust collection  
systems (HEPA filters or collectors). Other: None required.

Protective Gloves: None required.

Eye Protection: None required. Safety glasses or goggles are recommended.

Other Protective Equipment: None required.

## SECTION 8: SPECIAL PRECAUTIONS

Precautions to be taken in handling and storage: Do not use on or contaminate fruit,  
vegetables or other food or feed crops. Do not apply to humans, animals, clothing or  
bedding. Do not contaminate feed or food products or food preparation surfaces, dishes,  
kitchen utensils and food containers. IMPORTANT NOTICE: Do not dispense this product with  
power dusters in confined areas (i.e. attics, hot water heater closets, furnace rooms, etc.) in  
the presence of open flames, such as pilot lights. *Hazards to Humans and Domestic Animals:*  
CAUTION - Harmful if swallowed, inhaled or absorbed through the skin. Do not breathe dust.  
Do not allow to contact skin, eyes or clothing. If contact occurs, wash skin with soap and  
warm water, or eyes with clean water. Wash hands and exposed skin before eating, drinking  
or smoking and after handling. Wash all contaminated clothing thoroughly before reuse. Do  
not apply where children (or domestic animals) are likely to come in frequent contact with  
treated areas. Any powder visible after application is complete should be brushed into cracks  
or crevices or removed. No generalized dusting should be done in household areas accessible  
to children or pets. *Environmental Hazards:* This pesticide is toxic to fish and wildlife. Do not  
apply directly to water. Do not contaminate water by cleaning of equipment or disposal of  
equipment washwaters. This product is highly toxic to bees exposed to direct treatment or  
residues on blooming crops or weeds. Do not apply this product or allow it to drift to  
blooming crops or weeds if bees are visiting the treatment areas. *Storage:* Store in a tightly  
closed container in a cool, dry place.

## SECTION 9: HEALTH RATING INFORMATION (NFPA)

Health - 1 Flammability - 0 Reactivity - 1

## SECTION 10: SARATITLE III/SEC. 313 SUPPLIER NOTIFICATION

This product contains the following toxic chemical subject to the reporting requirements  
of Section 313 of the Emergency Planning and Community Right-to-Know Act of 1986 and of  
40 CFR 372:

CAS#

Chemical Name

% by weight

This product contains no Section 313 chemicals exceeding the de minimis concentration levels.

## SECTION 11: DOT SHIPPING INFORMATION

Proper Shipping Name: Pesticide, NOI (not regulated)

NA - Not Applicable  
NE - Not Established  
PEL - Permissible Exposure Limit  
ACL - Acceptable Ceiling Level  
MPC - Maximum Peak Concentration

Product Code: 02-0310  
Prepared by: Dana M. Thomas



**WHITMIRE MICRO-GEN**  
RESEARCH LABORATORIES, INC.

## SECTION 1 - CHEMICAL PRODUCT AND COMPANY IDENTIFICATION

<b>Company Name:</b> BELL LABORATORIES, INC. 3699 Kinsman Blvd. Madison, WI 53704 U.S.A.			
<b>Company Phone No.:</b> (608) 241-0202		<b>Emergency Phone No.:</b> 952-852-4636	
<b>Product Name:</b> FINAL <sup>®</sup> ALL-WEATHER BLOX (Commercial)		<b>Product Use:</b> Anticoagulant Rodenticide	<b>Formulation:</b> Formulated Dry Bait
<b>WHMIS Classification:</b> This product is not regulated under WHMIS.		<b>Pest Control Products (PCP) Registration No.:</b> 25423	

## SECTION 2 - HAZARDOUS INGREDIENTS

<b>Identity:</b> Brodifacoum (CAS No. 56073-10-0)	<b>Typical % w/w:</b> 0.005%	<b>Other Information:</b> Not Applicable
Other ingredients not identified are not considered hazardous		

## SECTION 3 - PHYSICAL DATA

<b>Physical State:</b> Polygonal Block	<b>Colour:</b> Red	<b>Odour:</b> Sweet, Grain-like	<b>Boiling Point:</b> Not Applicable
<b>Melting Point:</b> Not Applicable	<b>Freezing Point:</b> Not Applicable	<b>Vapour Pressure:</b> Not Applicable	<b>Evaporation Rate (water=1):</b> Greater than 1.0
<b>Vapor Density (air = 1):</b> Greater than 1.0	<b>Bulk Density:</b> Not Applicable	<b>Specific Gravity:</b> 0.589 gm/mL	<b>Solubility:</b> Not Soluble in Water
<b>PH:</b> Not Applicable	<b>Water/Oil Part. Coeff.:</b> Not Applicable	<b>Threshold Odour:</b> Not Determined	<b>Sensitivity to Mechanical Impact:</b> None

## SECTION 4 - FIRE AND EXPLOSION DATA

<b>Flammability:</b> Yes [ ] No [ X ] Will not support combustion		<b>Means of Extinction:</b> Surround fire with water, foam or inert gas.	
<b>Flash Point (°C) (method):</b> Non-flammable		<b>Special Firefighting Procedures:</b> Firefighters must be equipped with protective clothing and self-contained breathing apparatus.	
<b>Autoignition Temperature:</b> Not Applicable		<b>Explosion Limits (% by Volume):</b> Upper Limit: Not Applicable Lower Limit: Not Applicable	
<b>Hazardous Combustion Products:</b> Oxides of Carbon and Irritating Gasses	<b>Sensitivity to Impact:</b> Not Sensitive	<b>Sensitivity to Static Discharge:</b> Not Sensitive	

## SECTION 5 - REACTIVITY DATA

<b>Chemical Stability:</b> Yes [ X ] No [ ] Product is Stable	<b>Incompatibility with Other Substances (If yes, which ones):</b> Avoid Contact with Strongly Alkaline Materials
<b>Reactivity, and Under What Conditions:</b> Not Applicable	<b>Hazardous Decomposition Products:</b> Not Applicable



# Final<sup>®</sup> All-Weather Blox (Commercial)

## SECTION 6-TOXICOLOGICAL PROPERTIES (HEALTH HAZARDS INFORMATION)

<b>Routes of Entry:</b>	<input checked="" type="checkbox"/> - Ingestion	<input type="checkbox"/> - Skin Absorption	<input type="checkbox"/> - Eye Contact
	<input type="checkbox"/> - Inhalation	<input type="checkbox"/> - Inhalation Chronic	<input type="checkbox"/> - Skin Contact
<b>Effects of Acute Exposure to Material:</b> Nausea, vomiting, loss of appetite, extreme thirst, lethargy, diarrhea, bleeding		<b>Effects of Chronic Exposure to Material:</b> The active ingredient in this product is known to bioaccumulate in the blood upon prolonged or repeated exposure.	
<b>Lethal Dose Concentration (Specify Species/Route):</b> LD50: >5001 mg/kg (rats, oral) LC50: Not Applicable		<b>Irritancy (rabbits):</b> Non-irritating	<b>Synergistic Materials:</b> Not Applicable
<b>Exposure Limits:</b>	TWA = Non Assigned	STEL = None Assigned	IDLH = None Assigned
<b>Sensitizing Capability:</b> Not a Sensitizer	<b>Carcinogenicity:</b> No Evidence	<b>Reproductive Effects:</b> No Evidence	

## SECTION 7 - PREVENTATIVE MEASURES

<b>Personal Protective Equipment:</b> Rubber gloves when handling bait.	<b>Engineering Controls:</b> Not Required
<b>Handling and Storage Requirements:</b> Use normal good hygiene and housekeeping practices. Store in a dry place at room temperature. Avoid prolonged exposure to light and humidity. Keep container tightly closed when not in use. Keep away from children and away from food.	<b>Disposal Instructions:</b> Dispose of waste either on-site or at an approved waste disposal facility in accordance with all applicable regulations. Avoid contamination of surface water by use or disposal.
<b>Leak and Spill Procedure:</b> Sweep up spilled material. Place in a properly labeled container for disposal or reuse.	<b>Special Shipping Information:</b> Not considered hazardous under Transportation Canada Dangerous Goods Regulations (TDG).

## SECTION 8 - FIRST AID INSTRUCTIONS

<b>Ingestion:</b> Call physician, Poison Control Centre or emergency phone number immediately. Do not give anything by mouth or induce vomiting unless instructed by physician.	<b>Eye Contact:</b> Flush eyes and under eyelids with copious amounts of cool water for 15 minutes. If irritation develops, obtain medical assistance.
<b>Skin Contact:</b> Wash skin and hands with soap and water.	<b>Inhalation:</b> Not Applicable
<b>Note to Physician:</b> If ingested, this material may reduce the clotting ability of the blood and cause bleeding. Treat potential exposure as indicated by bishydroxycoumarin overdoses.	<b>Antidote:</b> Administer Vitamin K <sub>1</sub> (Phytonadione) intramuscularly or orally. Repeat as necessary as based upon monitoring of prothrombin times.

## SECTION 9 - PREPARATION DATA

<b>Prepared By:</b> Bell Laboratories, Inc. (JL)	<b>Date of Preparation:</b> January 2015	<b>Phone Number:</b> (608) 241-0202
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The information contained herein is offered only as a guide to the handling of this specific material and has been prepared by technically knowledgeable personnel. It is not intended to be all-inclusive and the manner and conditions of use and handling may involve other and additional considerations. No warranty of any kind is given or implied and Bell Laboratories, Inc. will not be liable for any losses, injuries or consequential damage which may result for the use or reliance on the information contained herein. The user is responsible to ensure that they have all current data relevant to their particular use. This Material Safety Data Sheet is valid for three years from the date of preparation.

## SECTION 1 – IDENTIFICATION DU PRODUIT CHIMIQUE ET DU FABRICANT

<b>Nom du fabricant :</b> BELL LABORATORIES, INC. 3699 Kinsman Blvd. Madison, WI 53704 États-Unis	
<b>N° de téléphone du fabricant :</b> 608 241-0202	<b>N° de téléphone d'urgence :</b> 952-852-4636
<b>Nom du produit :</b> BLOCS TOUTE-SAISON FINAL® (commercial)	<b>Usage du produit :</b> Rodenticide anticoagulant <b>Formulation :</b> Appât sec formulé
<b>Classification du SIMDUT :</b> Ce produit n'est pas réglementé en vertu du SIMDUT.	<b>N° d'homologation, Loi sur les produits antiparasitaires :</b> 25423

## SECTION 2 – INGRÉDIENTS DANGEREUX

<b>Identité :</b> Brodifacoume (N° CAS 56073-10-0)	<b>% en masse :</b> 0,005 %	<b>Autres renseignements :</b> Sans objet
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Les autres ingrédients non identifiés ne sont pas considérés dangereux.

## SECTION 3 – CARACTÉRISTIQUES PHYSIQUES

<b>État physique :</b> Bloc polygonal	<b>Couleur :</b> Rouge	<b>Odeur :</b> Douce, de grain	<b>Point d'ébullition :</b> Sans objet
<b>Point de fusion :</b> Sans objet	<b>Point de congélation :</b> Sans objet	<b>Pression de vapeur :</b> Sans objet	<b>Vitesse d'évaporation (eau = 1) :</b> > 1,0
<b>Densité de vapeur (air = 1) :</b> > 1,0	<b>Masse volumique en vrac :</b> Sans objet	<b>Densité :</b> 0,589 g/mL	<b>Solubilité :</b> Insoluble dans l'eau
<b>pH :</b> Sans objet	<b>Coeff. de rép. eau/huile :</b> Sans objet	<b>Odeur min. identifiable :</b> Non déterminée	<b>Sensibilité au choc :</b> Aucune

## SECTION 4 – RISQUES D'INCENDIE OU D'EXPLOSION

<b>Inflammabilité :</b> Oui [ ] Non [ X ] – Non combustible	<b>Moyens d'extinction :</b> Entourer le feu d'eau, de mousse ou de gaz inerte.	
<b>Point d'éclair (méthode) :</b> Non inflammable	<b>Règles à observer dans la lutte contre les feux spéciaux :</b> Les pompiers doivent porter des vêtements de protection et un appareil respiratoire autonome.	
<b>Température d'auto-inflammation :</b> Sans objet	<b>Limites d'explosivité (% en volume) :</b> Supérieure : Sans objet Inférieure : Sans objet	
<b>Produits de combustion dangereux :</b> Oxydes de carbone et gaz irritants	<b>Sensibilité au choc :</b> Non sensible	<b>Sensibilité à la décharge d'électricité statique :</b> Non sensible

## SECTION 5 – RÉACTIVITÉ

<b>Stabilité chimique :</b> Oui [ X ] Non [ ] – Stable	<b>Matières incompatibles :</b> Éviter le contact avec les matières fortement alcalines.
<b>Conditions de réactivité :</b> Sans objet	<b>Produits de décomposition dangereux :</b> Sans objet

# Blocs Toute-Saison Final® (commercial)

## SECTION 6 – PROPRIÉTÉS TOXICOLOGIQUES (RISQUES POUR LA SANTÉ)

<b>Voies de pénétration :</b>	<input checked="" type="checkbox"/> – Ingestion	<input type="checkbox"/> – Absorption par la peau	<input type="checkbox"/> – Contact avec les yeux
	<input type="checkbox"/> – Inhalation aiguë	<input type="checkbox"/> – Inhalation chronique	<input type="checkbox"/> – Contact avec la peau
<b>Effets de l'exposition aiguë :</b> Nausées, vomissements, perte d'appétit, soif extrême, léthargie, diarrhée, hémorragie		<b>Effets de l'exposition chronique :</b> La matière active de ce produit se bioaccumule dans le sang après une exposition prolongée ou répétée.	
<b>Dose létale et concentration (espèce et voie) :</b> DL 50 : > 5001 mg/kg (rat, orale) CL 50 : Sans objet		<b>Caractère irritant (lapin) :</b> Non irritant	<b>Matières synergiques :</b> Sans objet
<b>Limites d'exposition :</b>		MPT = Non assignée	LECT = Non assignée
		DIVS = Non assigné	
<b>Pouvoir sensibilisant :</b> Non sensibilisant	<b>Cancérogénicité :</b> Aucune preuve	<b>Effets sur la reproduction :</b> Aucune preuve	

## SECTION 7 – MESURES PRÉVENTIVES

<b>Matériel de protection individuelle :</b> Porter des gants en caoutchouc quand on manipule l'appât.	<b>Mesures d'ingénierie :</b> On n'en a pas besoin.
<b>Consignes de manutention et d'entreposage :</b> Observer les pratiques normales d'hygiène et d'entretien. Conserver au sec, à la température ambiante. Éviter l'exposition prolongée à la lumière et à l'humidité. Tenir le contenant bien fermé quand il ne sert pas. Éloigner des enfants et des aliments.	<b>Élimination :</b> Éliminer les déchets sur place ou à une installation d'élimination des déchets approuvée, conformément à la réglementation applicable. Éviter de contaminer les eaux de surface lors de l'utilisation ou de l'élimination.
<b>Mesures à prendre en cas de fuite ou de déversement :</b> Balayer le produit déversé et le mettre dans un contenant étiqueté en vue de son élimination ou de sa réutilisation.	<b>Renseignements spéciaux en matière d'expédition :</b> Non dangereux en vertu de la <i>Loi sur le transport des marchandises dangereuses</i> .

## SECTION 8 – PREMIERS SOINS

<b>Ingestion :</b> Appeler un médecin ou un centre antipoison, ou faire le numéro de téléphone d'urgence, et ce, immédiatement. Ne rien donner par la bouche et ne pas faire vomir, sauf instruction contraire du médecin.	<b>Contact avec les yeux :</b> Rincer les yeux et le dessous des paupières avec beaucoup d'eau fraîche pendant 15 minutes. En cas d'irritation, consulter un médecin.
<b>Contact avec la peau :</b> Se laver la peau et les mains au savon et à l'eau.	<b>Inhalation :</b> Sans objet
<b>Avis au médecin :</b> En cas d'ingestion, ce produit peut réduire la coagulabilité du sang et causer une hémorragie. Traiter comme en cas de surdose de dicoumarol.	<b>Antidote :</b> Administer de la vitamine K <sub>1</sub> (phytonadione) par voie intramusculaire ou orale. En réadministrer au besoin, selon le temps de prothrombine.

## SECTION 9 – ÉTABLISSEMENT DE LA FICHE

<b>Établie par :</b> Bell Laboratories, Inc. (PSM/CAR)	<b>Date d'établissement :</b> Janvier 2015	<b>N° de téléphone :</b> 608 241-0202
Les renseignements ci-dessus ne sont donnés qu'à titre d'indication sur la manipulation du produit et ont été établis par du personnel ayant des connaissances techniques. Ils ne sont pas complets, et la manière dont on utilise et manipule le produit et les conditions dans lesquelles on le fait peuvent comporter d'autres considérations. Bell Laboratories, Inc., n'offre aucune garantie — ni expresse, ni implicite — et ne sera pas responsable des pertes, des blessures ni des dommages qui pourraient résulter de l'utilisation des renseignements ci-dessus. C'est à l'utilisateur qu'il incombe de s'assurer qu'il a les derniers renseignements sur le produit selon l'usage qu'il veut en faire. La présente fiche signalétique est valide pendant trois ans à partir de sa date d'établissement.		



## Safety Data Sheet

## TEMPO® 20 WP INSECTICIDE

SDS Number: 102000007122

SDS Version 1.3

Revision Date: 05/08/2013

Print Date: 05/08/2013

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**SECTION 1. CHEMICAL PRODUCT AND COMPANY INFORMATION**

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Product name	TEMPO® 20 WP INSECTICIDE
SDS Number	102000007122
Product code (UVP)	04399757
PCP Registration No.	25673
Product Use	Insecticide

Bayer CropScience Inc  
#200, 160 Quarry Park Blvd, SE  
Calgary, Alberta T2C 3G3  
Canada

For MEDICAL, TRANSPORTATION or other EMERGENCY call: 1-800-334-7577 (24 hours/day)  
For Product Information call: 1-888-283-6847

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**SECTION 2. HAZARDS IDENTIFICATION**

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*NOTE: Please refer to Section 11 for detailed toxicological information.*

**Emergency Overview** Caution! Harmful if swallowed, inhaled or absorbed through the skin. Keep out of reach of children and animals. Avoid breathing dust or spray mist.

Physical State	powder
Odor	aromatic
Appearance	tan
Exposure routes	Inhalation, Skin Absorption, Eye contact, Skin contact
<b>Immediate Effects</b>	
Eye	Wear protective eyewear. Mild eye irritation. Avoid contact with eyes.
Skin	Mild skin irritant. May cause a transient, localized paresthesia, characterized by tingling, burning or numbness sensation in some individuals. Avoid contact with skin and clothing.
Ingestion	Harmful if swallowed.
Inhalation	Avoid breathing dust or spray mist. Mist may cause irritation involving the nose, throat and upper respiratory tract during the end use of the product such as during a spray application.



**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 102000007122  
SDS Version 1.3

**Chronic or Delayed Long-Term**

This product is not listed as a carcinogen by ACGIH, NTP, IARC or OSHA. However, it may contain crystalline silica (quartz), a substance which has been listed as a carcinogen by ACGIH, NTP and IARC. Crystalline silica is a naturally-occurring mineral component of many sands and clays. Although the carcinogenic potential of crystalline silica in humans is controversial, it must be considered if it is inhaled under excessive exposure conditions. The respirable portion of the silica that may be contained in this product, however, is small, such that inhalation exposure during anticipated conditions of use is minimal.

**Medical Conditions Aggravated by Exposure**

No specific medical conditions are known which may be aggravated by exposure to this product. As with all materials which can cause upper respiratory tract irritation, persons with a history of asthma, emphysema, or hyperreactive airways disease may be more susceptible to overexposure. Pulmonary and respiratory diseases may be aggravated by exposure to respirable crystalline silica.

**Potential Environmental Effect**

Highly toxic to bees. Toxic to fish and aquatic organisms.

**SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS**

<u>Hazardous Component Name</u>	<u>CAS-No.</u>	<u>Average % by Weight</u>
Cyfluthrin	68359-37-5	20.00
Quartz (Silica, Crystalline)	14808-60-7	3.30
Crystalline quartz (respirable)		

**SECTION 4. FIRST AID MEASURES**

<b>General</b>	When possible, have the product container or label with you when calling a poison control center or doctor or going for treatment.
<b>Eye</b>	Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a physician or poison control center immediately.
<b>Skin</b>	Take off contaminated clothing and shoes immediately. Wash off immediately with plenty of water for at least 15 minutes. Call a physician or poison control center immediately.
<b>Ingestion</b>	Call a physician or poison control center immediately. Rinse out mouth and give water in small sips to drink. DO NOT induce vomiting unless directed to do so by a physician or poison control center. Never give anything by mouth to an unconscious person. Do not leave victim unattended.
<b>Inhalation</b>	Move to fresh air. If person is not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a physician or poison control center immediately.



**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 102000007122  
SDS Version 1.3

**Notes to physician  
Treatment**

Appropriate supportive and symptomatic treatment as indicated by the patient's condition is recommended. There is no specific antidote.

**SECTION 5. FIRE FIGHTING MEASURES**

<b>Flash point</b>	not applicable
<b>Autoignition temperature</b>	Not combustible.
<b>Lower Flammability Limit</b>	not applicable
<b>Upper Flammability Limit</b>	not applicable
<b>Suitable extinguishing media</b>	Water, Dry chemical
<b>Fire Fighting Instructions</b>	<p>Fight fire from upwind position. Evacuate personnel to safe areas. Do not allow run-off from fire fighting to enter drains or water courses.</p> <p>Firefighters should wear NIOSH approved self-contained breathing apparatus and full protective clothing.</p>

**SECTION 6. ACCIDENTAL RELEASE MEASURES**

<b>Personal precautions</b>	Keep unauthorized people away. Isolate hazard area. Avoid contact with spilled product or contaminated surfaces. Do not enter confined spaces unless adequately ventilated. Use personal protective equipment.
<b>Methods for cleaning up</b>	Clean contaminated floors and objects thoroughly, observing environmental regulations. Collect and transfer the product into a properly labelled and tightly closed container. Decontaminate tools and equipment following cleanup.

**SECTION 7. HANDLING AND STORAGE**

<b>Handling procedures</b>	<p>Use only in area provided with appropriate exhaust ventilation.</p> <p>Keep away from heat and sources of ignition.</p>
<b>Storing Procedures</b>	Store in a cool, dry place and in such a manner as to prevent cross contamination with other crop protection products, fertilizers, food, and feed. Keep containers tightly closed in a dry, cool and well-ventilated place.
<b>Work/Hygienic</b>	Wash thoroughly with soap and water after handling.



**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 102000007122  
SDS Version 1.3

Procedures

**SECTION 8. EXPOSURE CONTROLS / PERSONAL PROTECTION**

<b>Eye/Face Protection</b>	Tightly fitting safety goggles
<b>Hand protection</b>	Chemical resistant nitrile rubber gloves
<b>Body Protection</b>	Long-sleeved shirt and long pants Shoes plus socks
<b>Respiratory protection</b>	When respirators are required, select NIOSH approved equipment based on actual or potential airborne concentrations and in accordance with the appropriate regulatory standards and/or industry recommendations.

**Exposure Limits**

Quartz (Silica, Crystalline)	14808-60-7	CAD BC OEL	TWA	0.025 mg/m3
		OEL (QUE)	TWA	0.1 mg/m3
Cyfluthrin	68359-37-5	OES BCS*	TWA	0.01 mg/m3

\*OES BCS: Internal Bayer CropScience "Occupational Exposure Standard"

**SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES**

<b>Appearance</b>	tan
<b>Physical State</b>	powder
<b>Odor</b>	aromatic
<b>Vapor Density (Air = 1)</b>	no data available
<b>Bulk density</b>	18.0 - 26 lb/ft <sup>3</sup>
<b>Evaporation rate</b>	no data available
<b>Boiling Point</b>	not applicable
<b>Melting / Freezing Point</b>	not applicable
<b>Water solubility</b>	dispersible
<b>Minimum Ignition Energy</b>	no data available



**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 102000007122  
SDS Version 1.3

Partition coefficient: n-octanol/water      no data available

Viscosity      not applicable

**SECTION 10. STABILITY AND REACTIVITY**

**Conditions to avoid**      Heat, flames and sparks.  
Exposure to moisture.

**Incompatibility**      Methanol  
Alkali metals  
Alkaline earth metals  
Bases  
Light metals

**Chemical Stability**      Stable under normal conditions.

**SECTION 11. TOXICOLOGICAL INFORMATION**

Only acute toxicity studies have been performed on this product as formulated. The non-acute information pertains to the active ingredient, cyfluthrin.

**Acute oral toxicity**      male rat: LD50: 3,084 mg/kg  
female rat: LD50: 1,733 mg/kg

**Acute dermal toxicity**      male/female combined rabbit: LD50: > 2,000 mg/kg

**Acute inhalation toxicity**      male/female combined rat: LC50: > 1.18 mg/l  
Exposure time: 4 h  
Determined in the form of dust.  
Highest attainable concentration.  
(actual)

male/female combined rat: LC50: > 4.72 mg/l  
Exposure time: 1 h  
Determined in the form of dust.  
Highest attainable concentration.  
Extrapolated from the 4 hr LC50.  
(actual)

**Skin irritation**      rabbit: Slight irritation

**Eye irritation**      rabbit: Mild eye irritation.

**Sensitisation**      guinea pig: Non-sensitizing.





**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 10200007122  
SDS Version 1.3

**Chronic toxicity**                      The toxic effects of Cyfluthrin are related to transient hyperactivity typical for pyrethroid neurotoxicity.

**Assessment Carcinogenicity**  
Cyfluthrin was not carcinogenic in lifetime feeding studies in rats and mice.

<b>ACGIH</b>		
Quartz (Silica, Crystalline)	14808-60-7	Group A2
<b>NTP</b>		
None.		
<b>IARC</b>		
<b>OSHA</b>		
None.		

**Reproductive toxicity**              Cyfluthrin caused reproduction toxicity in a two-generation study in rats only at dose levels also toxic to the parent animals. The reproduction toxicity seen with Cyfluthrin is related to parental toxicity.

**Developmental Toxicity**            Cyfluthrin caused developmental toxicity only at dose levels toxic to the dams. The developmental effects seen with Cyfluthrin are related to maternal toxicity.

**Mutagenicity**                            Cyfluthrin was not mutagenic or genotoxic in a battery of in vitro and in vivo tests.

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**SECTION 12. ECOLOGICAL INFORMATION**

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<b>Environmental precautions</b>	Drift and runoff from treated areas may be hazardous to aquatic organisms in adjacent sites. Do not contaminate surface or ground water by cleaning equipment or disposal of wastes, including equipment wash water. Apply this product as specified on the label. Do not allow to get into surface water, drains and ground water. Do not apply directly to water, to areas where surface water is present or to intertidal areas below the mean high water mark. Do not apply this product or allow it to drift to blooming crops or weeds if bees are visiting the treatment area.
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**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 102000007122  
SDS Version 1.3

**SECTION 13. DISPOSAL CONSIDERATIONS**

<b>General Disposal Guidance</b>	Do not contaminate water, food, or feed by disposal. Pesticide, spray mixture or rinse water that cannot be used according to label instructions may be disposed of on site or at an approved waste disposal facility. Pesticide wastes are acutely toxic and hazardous.
<b>Container Disposal</b>	Do not re-use empty containers. Not completely emptied packagings should be disposed of as hazardous waste.

**SECTION 14. TRANSPORT INFORMATION**

According to national and international transport regulations this material is not classified as dangerous goods / hazardous material.

Freight Classification: INSECTICIDES OR FUNGICIDES, N.O.I., OTHER THAN POISON

**SECTION 15. REGULATORY INFORMATION**

PCP Registration No. 25673

**US Federal Regulations**

**TSCA list**

Quartz (Silica, Crystalline) 14808-60-7

US. Toxic Substances Control Act (TSCA) Section 12(b) Export Notification (40 CFR 707, Subpt D)  
None.

SARA Title III - Section 302 - Notification and Information  
None.

SARA Title III - Section 313 - Toxic Chemical Release Reporting  
Cyfluthrin 68359-37-5 10,000lbs

**US States Regulatory Reporting**

**CA Prop65**

This product does not contain any substances known to the State of California to cause cancer.

This product does not contain any substances known to the State of California to cause reproductive harm.

**US State Right-To-Know Ingredients**

Cyfluthrin	68359-37-5	NJ
Quartz (Silica, Crystalline)	14808-60-7	MN

**Canadian Regulations**

**Canadian Domestic Substance List**

Quartz (Silica, Crystalline) 14808-60-7

**Environmental**

**CERCLA**

None.



**Safety Data Sheet**

**TEMPO® 20 WP INSECTICIDE**

SDS Number: 102000007122  
SDS Version 1.3

Clean Water Section 307 Priority Pollutants  
None.

Safe Drinking Water Act Maximum Contaminant Levels  
None.

**International Regulations**

**European Inventory of Existing Commercial Substances (EINECS)**

Cyfluthrin	68359-37-5
Quartz (Silica, Crystalline)	14808-60-7

---

**SECTION 16. OTHER INFORMATION**

---

NFPA 704 (National Fire Protection Association):

Health - 2      Flammability - 1      Instability - 1      Others - none

HMS (Hazardous Materials Identification System, based on the Third Edition Ratings Guide)

Health - 2      Flammability - 0      Physical Hazard - 0      PPE -

0 = minimal hazard, 1 = slight hazard, 2 = moderate hazard, 3 = severe hazard, 4 = extreme hazard

Reason for Revision: Reviewed and updated for general editorial purposes.

Prepared by the HSE Department of Bayer CropScience Inc. (306)-721-0310.

Revision Date: 05/08/2013

This information is provided in good faith but without express or implied warranty. The customer assumes all responsibility for safety and use not in accordance with label instructions. The product names are registered trademarks of Bayer.



## MATERIAL SAFETY DATA SHEET

PRODUCT: Pro® Aerosol Insecticide

### SECTION 1 - PRODUCT INFORMATION

P.C.P. Act Registration No.: 16282

Code: 5167000

Chemical Name: Pyrethrins:

Piperonyl Butoxide: 3,4-Methylenedioxy-6-propylbenzyl n-butyl diethyleneglycol ether

Synonyms: Pyrethrins: Pyrethrum

Chemical Family: Botanical Pyrethroid

Product Use: Insecticide

TDG Classification: Regulated by Road/Rail/Marine Transport: Limited Quantity

Fire Code Classification: Level III Aerosol

### SECTION 2 - HAZARDOUS INGREDIENTS

HAZARDOUS INGREDIENTS	WEIGHT %	CAS REG #	LD50 (mg/Kg)	T.W.A. - T.L.V.
Pyrethrins	0.5	8003-34-7	Oral, rat 1030 Dermal, rat >2000	5 mg/m3
Piperonyl Butoxide	4.0	51-03-6	Oral, rat 2010	-
Petroleum Distillate	90 - 95	64742-47-8	Oral, rat >5000 Dermal, rabbit >3000	300 ppm
Calculate LD50 for mixture			58,200	

### SECTION 3 - PHYSICAL DATA

Physical State: Liquid/Aerosol

Specific Gravity: No Data

Boiling Point: No Data

Vapour Pressure: No Data

% Volatiles: No Data

Solubility in Water: Insoluble

Appearance/Odour: Light Coloured Liquid

pH: No Data

Freezing/Melting Point: No Data

Vapour Density: No Data

Evaporation Rate: No Data

### SECTION 4 - FIRE AND EXPLOSION

Flash Point: No Data

Lower Explosion Limit %: No Data

Autoignition Temperature: No Data

Upper Explosion Limit %: No Data

Fire Extinguishing Media: Foam, Carbon Dioxide, Dry Chemical or Water Fog

Fire Fighting Procedures: Wear Self-Contained Breathing Apparatus and impervious clothing. Minimize the amount of water used and dike the area for runoff.

Other Fire or Explosion Hazards: Container may explode under intense heat. Vapour is heavier than air, may flash back form a ignition source.

### SECTION 5 - REACTIVITY DATA

Stability: Stable

Hazardous Polymerization: Will Not Occur

Conditions to Avoid: Prolonged exposure to elevated temperatures.

Incompatibility (Materials to Avoid): Acidic or alkaline conditions may cause product to decompose.

Hazardous Decomposition Products: Carbon Monoxide and Carbon Dioxide

### **SECTION 6 - HEALTH HAZARD DATA**

**Acute Effects of Overexposure:** May cause temporary irritation to the eyes, nose, throat and respiratory tract. Prolonged exposure to vapours can cause headache, dizziness, nausea and nervous system depression.

**Effects of Chronic Exposure:** Prolonged exposure may cause defatting and drying of the skin, possibly progressing to dermatitis.

**Other Health Effects:** None Known

### **SECTION 7 - FIRST AID PROCEDURES**

**Inhalation:** Move victim to fresh air and restore breathing if required. OBTAIN MEDICAL ADVICE.

**Skin Contact:** Flush skin with running water and thoroughly wash with soap and water. If irritation persists seek Medical Attention.

**Ingestion:** Give 1 to 2 glasses of water (200 to 500 ml) to dilute material. Do not induce vomiting. OBTAIN MEDICAL ADVICE. If spontaneous vomiting occurs, have victim lean forward with head down to avoid breathing of vomitus. Never give anything by mouth to an unconscious person.

**Eye Contact:** Flush eyes with running water for 20 minutes. Hold eyelids open during flushing. If irritation persists seek Medical Attention.

### **SECTION 8 - PREVENTIVE MEASURES**

**Respiratory Protection:** NIOSH/MSHA approved respirator

**Eye Protection:** Safety Goggles

**Skin Protection:** Chemical resistant gloves

**Other Personal Protective Equipment:** Coveralls

**Engineering Controls:** Local exhaust or ventilation

**Handling Procedures and Equipment:** Avoid breathing vapours, contact with eyes, skin and clothing. Wash thoroughly after use.

**Storage Requirements:** Store in cool, dry, well ventilated area. Keep out of reach of children and pets.

**Storage Temperature:** Min: 0 °C Max: 50 °C

### **SECTION 9 - ENVIRONMENTAL PROTECTION DATA**

**Spill and Leak Procedures:** Eliminate all ignition sources. Stop leak, contain spill by diking and adsorb with suitable absorbent and transfer into waste containers for disposal. Remove any contaminated soil for proper disposal.

**Waste Disposal:** Dispose of empty container with household garbage. Dispose of waste product in accordance with Local, Provincial or Federal government regulations.

**Environmental Effects:** This product is toxic to fish and wildlife. Do not contaminate local water supplies or environments.

The information contained herein is considered accurate and offered only as a guide to the handling of this specific material. This information, does not relate to its use with any other material or product or in any process. No warranty, expressed or implied is made regarding the accuracy of the data or the performance of the material by Nu-Gro Corporation Inc. This Material Safety Data Sheet is valid for three years from Issue Date.

**Prepared by:** Technical Department

**Issue Date:** June 1, 2007



Safety Data Sheet

DRIONE® INSECTICIDE DUST

SDS Number: 102000027086  
 SDS Version 1.2  
 Revision Date: 05/13/2015  
 Print Date: 05/13/2015

**SECTION 1. CHEMICAL PRODUCT AND COMPANY INFORMATION**

Product name	DRIONE® INSECTICIDE DUST
SDS Number	102000027086
Product code (UVP)	80919476
PCP Registration No.	15255
Product Use	Insecticide

Bayer CropScience Inc  
 #200, 160 Quarry Park Blvd, SE  
 Calgary, Alberta T2C 3G3  
 Canada

For MEDICAL, TRANSPORTATION or other EMERGENCY call: 1-800-334-7577 (24 hours/day)  
 For Product Information call: 1-888-283-6847

**SECTION 2. HAZARDS IDENTIFICATION**

*NOTE: Please refer to Section 11 for detailed toxicological information.*

**Emergency Overview**      Caution! Harmful if swallowed or absorbed through skin. Moderate eye irritation. Avoid contact with skin, eyes and clothing. Avoid breathing dust.

Physical State	powder
Odor	very faint
Appearance	white to light yellow
Exposure routes	Eye contact, Skin Absorption, Ingestion, Inhalation
<b>Immediate Effects</b>	
Eye	Moderate eye irritation.
Skin	Harmful if absorbed through skin. May cause slight irritation.
Ingestion	Harmful if swallowed.
Inhalation	Inhalation may cause irritation of nasal passages.

**Chronic or Delayed Long-Term**      This product or its components may have target organ effects. This product or its components may have long term (chronic) health effects. This product contains ingredients that are considered to be probable or suspected human carcinogens (see Section 11 - Chronic).



**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
SDS Version 1.2

**Potential Environmental Effect** Toxic to fish and aquatic organisms. Toxic to invertebrates.

**SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS**

<u>Hazardous Component Name</u>	<u>CAS-No.</u>	<u>Average % by Weight</u>
Pyrethrins including cinerins	8003-34-7	1.00
Piperonyl butoxide	51-03-6	9.70
Distillates (petroleum), hydrotreated light	64742-47-8	45.30

**SECTION 4. FIRST AID MEASURES**

<b>General</b>	When possible, have the product container or label with you when calling a poison control center or doctor or going for treatment.
<b>Eye</b>	Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a physician or poison control center immediately.
<b>Skin</b>	Take off contaminated clothing and shoes immediately. Wash off immediately with plenty of water for at least 15 minutes. Call a physician or poison control center immediately.
<b>Ingestion</b>	Call a physician or poison control center immediately. Rinse out mouth and give water in small sips to drink. DO NOT induce vomiting unless directed to do so by a physician or poison control center. Never give anything by mouth to an unconscious person. Do not leave victim unattended.
<b>Inhalation</b>	Move to fresh air. If person is not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a physician or poison control center immediately.
<b>Notes to physician</b>	
<b>Signs and Symptoms</b>	Ingestion may cause gastrointestinal irritation, nausea, vomiting and diarrhoea. Ingestion of larger amounts may cause defects to the central nervous system (e.g. dizziness, headache).
<b>Hazards</b>	Contains hydrocarbon solvents. May pose an aspiration pneumonia hazard.
<b>Treatment</b>	Appropriate supportive and symptomatic treatment as indicated by the patient's condition is recommended. There is no specific antidote.



**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
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**SECTION 5. FIRE FIGHTING MEASURES**

<b>Flash point</b>	not applicable
<b>Autoignition temperature</b>	no data available
<b>Lower Flammability Limit</b>	not applicable
<b>Upper Flammability Limit</b>	not applicable
<b>Explosiveness</b>	no data available
<b>Fire and Explosion Hazards</b>	Dangerous gases are evolved in the event of a fire.
<b>Suitable extinguishing media</b>	Carbon dioxide (CO <sub>2</sub> ), Dry chemical, Foam, Water
<b>Unsuitable extinguishing media</b>	None known.
<b>Fire Fighting Instructions</b>	<p>Keep out of smoke. Fight fire from upwind position. Cool closed containers exposed to fire with water spray. Do not allow run-off from fire fighting to enter drains or water courses.</p> <p>Firefighters should wear NIOSH approved self-contained breathing apparatus and full protective clothing. In the event of fire and/or explosion do not breathe fumes.</p>

**SECTION 6. ACCIDENTAL RELEASE MEASURES**

<b>Personal precautions</b>	Remove all sources of ignition. Keep unauthorized people away. Isolate hazard area. Avoid contact with spilled product or contaminated surfaces.
<b>Methods for cleaning up</b>	Avoid dust formation. Sweep up or vacuum up spillage and collect in suitable container for disposal. Clean contaminated floors and objects thoroughly, observing environmental regulations.
<b>Additional advice</b>	Use personal protective equipment. Do not allow to enter soil, waterways or waste water canal.





**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
SDS Version 1.2

**SECTION 7. HANDLING AND STORAGE**

**Handling procedures**      Maintain exposure levels below the exposure limit through the use of general and local exhaust ventilation. Handle and open container in a manner as to prevent spillage.

Take measures to prevent the build up of electrostatic charge.

**Storing Procedures**      Store in a cool, dry place and in such a manner as to prevent cross contamination with other crop protection products, fertilizers, food, and feed. Store in original container and out of the reach of children, preferably in a locked storage area.

**Work/Hygienic Procedures**      Wash hands thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco, using the toilet or applying cosmetics.

Remove Personal Protective Equipment (PPE) immediately after handling this product. Before removing gloves clean them with soap and water. Remove soiled clothing immediately and clean thoroughly before using again. Wash thoroughly and put on clean clothing.

**SECTION 8. EXPOSURE CONTROLS / PERSONAL PROTECTION**

**General Protection**      Follow manufacturer's instructions for cleaning/maintaining PPE. If no such instructions for washables, use detergent and warm/tepid water. Keep and wash PPE separately from other laundry.

**Eye/Face Protection**      Safety glasses with side-shields

**Hand protection**      Chemical resistant nitrile rubber gloves

**Body Protection**      Wear long-sleeved shirt and long pants and shoes plus socks.

**Respiratory protection**      When respirators are required, select NIOSH approved equipment based on actual or potential airborne concentrations and in accordance with the appropriate regulatory standards and/or industry recommendations.

**Exposure Limits**

Pyrethrins including cinerins	8003-34-7	CAD AB OEL	TWA	5 mg/m3
		CAD BC OEL	TWA	5 mg/m3
		CAD MB OEL	TWA	5 mg/m3



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DRIONE® INSECTICIDE DUST

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		CAD ON OEL	TWAEV	5 mg/m3
		CAD SK OEL	15 MIN ACL	10 mg/m3
		CAD SK OEL	8 HR ACL	5 mg/m3
		OEL (QUE)	TWA	5 mg/m3
		OES BCS*	TWA	5 mg/m3
Piperonyl butoxide	51-03-6	OES BCS*	TWA	500 ppm
Distillates (petroleum), hydrotreated light	64742-47-8	CAD AB OEL	TWA	200 mg/m3
		CAD BC OEL	TWA	200 mg/m3
		CAD MB OEL	TWA	200 mg/m3
		CAD MB OEL	TWA	200 mg/m3
		CAD ON OEL	TWAEV	200 mg/m3
		CAD ON OEL	TWAEV	525 mg/m3
		CAD ON OEL	TWAEV	200 mg/m3
		CAD SK OEL	15 MIN ACL	250 mg/m3
		CAD SK OEL	8 HR ACL	200 mg/m3

\*OES BCS: Internal Bayer CropScience "Occupational Exposure Standard"

**SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES**

<b>Appearance</b>	white to light yellow
<b>Physical State</b>	powder
<b>Odor</b>	very faint
<b>pH</b>	no data available
<b>Vapor Pressure</b>	no data available
<b>Vapor Density (Air = 1)</b>	no data available
<b>Bulk density</b>	12.2 lb/ft <sup>3</sup> (loose)
<b>Evaporation rate</b>	no data available
<b>Boiling Point</b>	no data available
<b>Melting / Freezing Point</b>	no data available
<b>Water solubility</b>	insoluble



## Safety Data Sheet

### DRIONE® INSECTICIDE DUST

SDS Number: 102000027086  
SDS Version 1.2

Minimum Ignition Energy	no data available
Decomposition temperature	no data available
Partition coefficient: n-octanol/water	not applicable
Viscosity	not applicable

#### SECTION 10. STABILITY AND REACTIVITY

Conditions to avoid	Exposure to moisture.
Incompatibility	no data available
Hazardous Decomposition Products	No decomposition products expected under normal conditions of use.
Hazardous reactions	No dangerous reaction known under conditions of normal use.

#### SECTION 11. TOXICOLOGICAL INFORMATION

Only acute toxicity studies have been performed on this product as formulated. The non-acute information pertains to the technical-grade active ingredients, pyrethrin and piperonyl butoxide.

Acute oral toxicity	rat: LD50: > 5,000 mg/kg
Acute dermal toxicity	rabbit: LD50: > 2,000 mg/kg
Acute inhalation toxicity	rat: LC50: > 5.4 mg/l Exposure time: 4 h Determined in the form of dust.
	rat: LC50: > 20 mg/l Exposure time: 1 h Determined in the form of dust. Extrapolated from the 4 hr LC50.
Skin irritation	rabbit: Slight irritation
Eye irritation	rabbit: Mild eye irritation.
Sensitisation	guinea pig: Non-sensitizing.



**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
SDS Version 1.2

**Chronic toxicity** Piperonyl butoxide did not cause specific target organ toxicity in experimental animal studies.

Pyrethrin did not cause specific target organ toxicity in experimental animal studies.

**Assessment carcinogenicity**

Piperonyl butoxide was not carcinogenic in lifetime feeding studies in rats and mice.

Pyrethrin was not carcinogenic in lifetime feeding studies in rats and mice.

**ACGIH**

Pyrethrins including cinerins	8003-34-7	Group A4
Distillates (petroleum), hydrotreated light	64742-47-8	Group A3

**NTP**

None.

**IARC**

Piperonyl butoxide	51-03-6	Overall evaluation: 3
Distillates (petroleum), hydrotreated light	64742-47-8	Overall evaluation: 3
Distillates (petroleum), hydrotreated light	64742-47-8	Overall evaluation: 3
Distillates (petroleum), hydrotreated light	64742-47-8	Overall evaluation: 3

**OSHA**

None.

**Reproductive toxicity** Piperonyl butoxide did not cause reproductive toxicity in a two-generation study in rats.

Pyrethrin did not cause reproductive toxicity in a two-generation study in rats.

**Developmental Toxicity** Piperonyl butoxide did not cause developmental toxicity in rats and rabbits.

Pyrethrin did not cause developmental toxicity in rats and rabbits.

**Mutagenicity** Piperonyl butoxide was not mutagenic or genotoxic in a battery of in vitro and in vivo tests.

Pyrethrin was not mutagenic or genotoxic in a battery of in vitro and in vivo tests.

**SECTION 12. ECOLOGICAL INFORMATION**



**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
SDS Version 1.2

**Environmental precautions** Do not allow to get into surface water, drains and ground water. Do not contaminate surface or ground water by cleaning equipment or disposal of wastes, including equipment wash water. Do not apply when weather conditions favor runoff or drift. Apply this product as specified on the label.

**SECTION 13. DISPOSAL CONSIDERATIONS**

**General Disposal Guidance** Follow container label instructions for disposal of wastes generated during use in compliance with the product label. Dispose in accordance with all local, state/provincial and federal regulations.

**Container Disposal** Completely empty container into application equipment, then dispose of empty container in a sanitary landfill, by incineration or by other procedures approved by state/provincial and local authorities. If burned, stay out of smoke. Follow advice on product label and/or leaflet.

**SECTION 14. TRANSPORT INFORMATION**

**TDG** Not dangerous goods / not hazardous material

**49CFR**

UN number 3077  
 Class 9  
 Packaging group III  
 Marine pollutant Marine pollutant  
 Description of the goods ENVIRONMENTALLY HAZARDOUS SUBSTANCES, SOLID, N.O.S. (PYRETHRINS)  
 RQ Reportable Quantity is reached with 100 lb of product.

**IMDG**

UN number 3077  
 Class 9  
 Packaging group III  
 Marine pollutant YES  
 Description of the goods ENVIRONMENTALLY HAZARDOUS SUBSTANCE, SOLID, N.O.S. (PYRETHRINS MIXTURE)

**IATA**

UN number 3077  
 Class 9  
 Packaging group III  
 Environm. Hazardous Mark YES  
 Description of the goods ENVIRONMENTALLY HAZARDOUS SUBSTANCE, SOLID, N.O.S.



**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
SDS Version 1.2

(PYRETHRINS MIXTURE )

This transportation information is not intended to convey all specific regulatory information relating to this product. It does not address regulatory variations due to package size or special transportation requirements.

Freight Classification: INSECTICIDES OR FUNGICIDES, N.O.I., OTHER THAN POISON

**SECTION 15. REGULATORY INFORMATION**

PCP Registration No. 15255

**US Federal Regulations**

**TSCA list**

Distillates (petroleum), hydrotreated light 64742-47-8

US. Toxic Substances Control Act (TSCA) Section 12(b) Export Notification (40 CFR 707, Subpt D)

None.

**SARA Title III - Section 302 - Notification and Information**

None.

**SARA Title III - Section 313 - Toxic Chemical Release Reporting**

Piperonyl butoxide 51-03-6 1.0%

**US States Regulatory Reporting**

**CA Prop65**

This product does not contain any substances known to the State of California to cause cancer.

This product does not contain any substances known to the State of California to cause reproductive harm.

**US State Right-To-Know Ingredients**

Pyrethrins including cinerins	8003-34-7	CA, CT, IL, MN, NJ, RI
Piperonyl butoxide	51-03-6	NJ, RI
Distillates (petroleum), hydrotreated light	64742-47-8	CT, NJ

**Canadian Regulations**

**Canadian Domestic Substance List**

Pyrethrins including cinerins	8003-34-7
Piperonyl butoxide	51-03-6
Distillates (petroleum), hydrotreated light	64742-47-8

**Environmental**

**CERCLA**

Pyrethrins including cinerins 8003-34-7 1 lbs

**Clean Water Section 307 Priority Pollutants**

None.

**Safe Drinking Water Act Maximum Contaminant Levels**

None.



**Safety Data Sheet**

**DRIONE® INSECTICIDE DUST**

SDS Number: 102000027086  
SDS Version 1.2

**International Regulations**

**European Inventory of Existing Commercial Substances (EINECS)**

Pyrethrins including cinerins	8003-34-7
Distillates (petroleum), hydrotreated light	64742-47-8

---

**SECTION 16. OTHER INFORMATION**

---

**NFPA 704 (National Fire Protection Association):**

Health - 1      Flammability - 2      Instability - 0      Others - none

**HMIS (Hazardous Materials Identification System, based on the Third Edition Ratings Guide)**

Health - 1      Flammability - 2      Physical Hazard - 0      PPE -

0 = minimal hazard, 1 = slight hazard, 2 = moderate hazard, 3 = severe hazard, 4 = extreme hazard

Reason for Revision: Reviewed and updated for general editorial purposes.

Prepared by the HSE Department of Bayer CropScience Inc. (306)-721-0310.

Revision Date: 05/13/2015

This information is provided in good faith but without express or implied warranty. The customer assumes all responsibility for safety and use not in accordance with label instructions. The product names are registered trademarks of Bayer.



The Chemical Company

# Safety Data Sheet

## AVERT 360A DUAL CHOICE STA

Revision date : 2012/11/08

Version: 2.0

Page: 1/7

(30520677/SDS\_CPA\_CA/EN)

### 1. Product and Company Identification

#### Company

BASF Canada Inc.  
100 Milverton Drive  
Mississauga, ON L5R 4H1, CANADA

#### 24 Hour Emergency Response Information

CANUTEC (reverse charges): (613) 996-6666  
BASF HOTLINE: (800) 454-COPE (2673)

PCP # 27897

Synonyms:

Abamectin B1

### 2. Hazards Identification

#### Emergency overview

##### WARNING:

Contains peanuts.

KEEP OUT OF REACH OF CHILDREN.

KEEP OUT OF REACH OF DOMESTIC ANIMALS.

HARMFUL IF ABSORBED THROUGH SKIN.

Causes eye irritation.

Avoid contact with the skin, eyes and clothing.

State of matter: solid

Colour: light brown

Odour: characteristic

#### Potential health effects

##### Acute toxicity:

Relatively nontoxic after short-term skin contact. Relatively nontoxic after single ingestion.

##### Irritation / corrosion:

May cause moderate but temporary irritation to the eyes. May cause slight irritation to the skin.

##### Sensitization:

Skin sensitizing effects were not observed in animal studies.

#### Potential environmental effects

##### Aquatic toxicity:

Very toxic (acute effect) to fish. Very toxic (acute effect) to aquatic invertebrates. Acutely toxic for aquatic plants.



# Safety Data Sheet

## AVERT 360A DUAL CHOICE STA

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### 3. Composition / Information on Ingredients

Not WHMIS controlled.

---

### 4. First-Aid Measures

**General advice:**

First aid providers should wear personal protective equipment to prevent exposure. Remove contaminated clothing. Move person to fresh air. If person is not breathing, call 911 or ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a poison control center or physician for treatment advice. Have the product container or label with you when calling a poison control center or doctor or going for treatment.

**If inhaled:**

Remove the affected individual into fresh air and keep the person calm.

**If on skin:**

Rinse skin immediately with plenty of water for 15 - 20 minutes.

**If in eyes:**

Hold eyes open and rinse slowly and gently with water for 15 to 20 minutes. Remove contact lenses, if present, after first 5 minutes, then continue rinsing.

**If swallowed:**

Never induce vomiting or give anything by mouth if the victim is unconscious or having convulsions. Do not induce vomiting. Have person sip a glass of water if able to swallow.

---

### 5. Fire-Fighting Measures

**Suitable extinguishing media:**

foam, dry powder, carbon dioxide, water spray

**Hazards during fire-fighting:**

carbon monoxide, carbon dioxide,  
If product is heated above decomposition temperature, toxic vapours will be released. The substances/groups of substances mentioned can be released in case of fire.

**Protective equipment for fire-fighting:**

Firefighters should be equipped with self-contained breathing apparatus and turn-out gear.

**Further information:**

Evacuate area of all unnecessary personnel. Contain contaminated water/firefighting water. Do not allow to enter drains or waterways.

---

### 6. Accidental release measures

**Personal precautions:**

Take appropriate protective measures. Clear area. Shut off source of leak only under safe conditions. Extinguish sources of ignition nearby and downwind. Ensure adequate ventilation. Wear suitable personal protective clothing and equipment.

**Environmental precautions:**

Do not discharge into the subsoil/soil. Do not discharge into drains/surface waters/groundwater. Contain contaminated water/firefighting water. A spill of or in excess of the reportable quantity requires notification to state, local and national emergency authorities.

# Safety Data Sheet

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### Cleanup:

Dike spillage. Pick up with suitable absorbent material. Spilled substance/product should be recovered and applied according to label rates whenever possible. If application of spilled substance/product is not possible, then spills should be contained, solidified, and placed in suitable containers for disposal. After decontamination, spill area can be washed with water. Collect wash water for approved disposal.

---

## 7. Handling and Storage

### Handling

#### General advice:

RECOMMENDATIONS ARE FOR MANUFACTURING, COMMERCIAL BLENDING, AND PACKAGING WORKERS. PESTICIDE APPLICATORS & WORKERS must refer to the Product Label and Directions for Use attached to the product. Provide good ventilation of working area (local exhaust ventilation if necessary). Keep away from sources of ignition - No smoking. Keep container tightly sealed. Protect against heat. Handle and open container with care. Do not open until ready to use. Once container is opened, content should be used as soon as possible. Provide means for controlling leaks and spills. Follow label warnings even after container is emptied. The substance/ product may be handled only by appropriately trained personnel. Avoid all direct contact with the substance/product. Avoid contact with the skin, eyes and clothing. Avoid inhalation of dusts/mists/vapours. Wear suitable personal protective clothing and equipment.

#### Protection against fire and explosion:

The relevant fire protection measures should be noted. Fire extinguishers should be kept handy. Avoid all sources of ignition: heat, sparks, open flame. Avoid extreme heat. Ground all transfer equipment properly to prevent electrostatic discharge. Electrostatic discharge may cause ignition.

### Storage

#### General advice:

Keep only in the original container in a cool, dry, well-ventilated place away from ignition sources, heat or flame. Protect containers from physical damage. Protect against contamination. The authority permits and storage regulations must be observed.

#### Storage incompatibility:

General advice: Segregate from incompatible substances. Segregate from foods and animal feeds. Segregate from textiles and similar materials.

#### Storage stability:

May be kept indefinitely if stored properly. If an expiry date is mentioned on the packaging/label this takes priority over the statements on storage duration in this safety data sheet.

---

## 8. Exposure Controls and Personal Protection

Users of a pesticidal product should refer to the product label for personal protective equipment requirements.

#### Advice on system design:

Whenever possible, engineering controls should be used to minimize the need for personal protective equipment.

### Personal protective equipment

#### Respiratory protection:

Wear respiratory protection if ventilation is inadequate. Wear a NIOSH-certified (or equivalent) organic vapour/particulate respirator. For situations where the airborne concentrations may exceed the level for which an air purifying respirator is effective, or where the levels are unknown or Immediately Dangerous to Life or Health (IDLH), use NIOSH-certified full facepiece pressure demand self-contained breathing apparatus (SCBA) or a full facepiece pressure demand supplied-air respirator (SAR) with escape provisions.

# Safety Data Sheet

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### Hand protection:

Chemical resistant protective gloves, Protective glove selection must be based on the user's assessment of the workplace hazards.

### Eye protection:

Safety glasses with side-shields. Tightly fitting safety goggles (chemical goggles). Wear face shield if splashing hazard exists.

### Body protection:

Body protection must be chosen depending on activity and possible exposure, e.g. head protection, apron, protective boots, chemical-protection suit.

### General safety and hygiene measures:

RECOMMENDATIONS FOR MANUFACTURING, COMMERCIAL BLENDING, AND PACKAGING WORKERS  
Wear long sleeved work shirt and long work pants in addition to other stated personal protective equipment. Work place should be equipped with a shower and an eye wash. Handle in accordance with good industrial hygiene and safety practice. Personal protective equipment should be decontaminated prior to reuse. Gloves must be inspected regularly and prior to each use. Replace if necessary (e.g. pinhole leaks). Take off immediately all contaminated clothing. Store work clothing separately. Hands and/or face should be washed before breaks and at the end of the shift. No eating, drinking, smoking or tobacco use at the place of work. Keep away from food, drink and animal feeding stuffs.

## 9. Physical and Chemical Properties

Form:	paste	
Odour:	characteristic	
Odour threshold:	No data available.	
Colour:	light brown	
pH value:		alkaline, The data given are those of the active ingredient.
Density:	0.96 g/cm <sup>3</sup>	( 20 °C)
Vapour density:		not determined
Partitioning coefficient n-octanol/water (log Pow):		not applicable

## 10. Stability and Reactivity

### Conditions to avoid:

Avoid all sources of ignition: heat, sparks, open flame. Avoid prolonged storage. Avoid electro-static discharge. Avoid contamination. Avoid prolonged exposure to extreme heat. Avoid extreme temperatures.

### Substances to avoid:

caustics

### Hazardous reactions:

The product is chemically stable.

### Decomposition products:

No hazardous decomposition products if stored and handled as prescribed/indicated., Prolonged thermal loading can result in products of degradation being given off.

### Thermal decomposition:

Possible thermal decomposition products:

carbon monoxide, carbon dioxide

Stable at ambient temperature. If product is heated above decomposition temperature toxic vapours may be released. To avoid thermal decomposition, do not overheat.

### Corrosion to metals:

Corrosive effects to metal are not anticipated.

# Safety Data Sheet

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### 11. Toxicological information

#### Acute toxicity

##### Oral:

Type of value: LD50  
Species: rat  
Value: > 5,000 mg/kg

##### Dermal:

Type of value: LD50  
Species: rabbit  
Value: > 5,000 mg/kg

#### Irritation / corrosion

##### Skin:

Species: rabbit  
Result: non-irritant

##### Eye:

Species: rabbit  
Result: Slightly irritating.

#### Sensitization:

Species: guinea pig  
Result: Skin sensitizing effects were not observed in animal studies.

#### Genetic toxicity

##### *Information on: Abamectin*

*Results from a number of mutagenicity studies with microorganisms, mammalian cell culture and mammals are available. Taking into account all of the information, there is no indication that the substance is mutagenic.*

#### Carcinogenicity

##### *Information on: Abamectin*

*In long-term studies in rats and mice in which the substance was given by feed, a carcinogenic effect was not observed.*

#### Reproductive toxicity

##### *Information on: Abamectin*

*The results of animal studies suggest a fertility impairing effect with high doses.*

#### Development:

##### *Information on: Abamectin*

*Causes developmental effects in animals at high, maternally toxic doses.*

### 12. Ecological Information

#### Fish

*Information on: Abamectin*

# Safety Data Sheet

## AVERT 360A DUAL CHOICE STA

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*Acute:*  
*Oncorhynchus mykiss/LC50 (96 h): 0.0036 mg/l*

### Aquatic invertebrates

*Information on: Abamectin*  
*Acute:*  
*Daphnia magna/EC50 (48 h): 0.00034 mg/l*

### Aquatic plants

*Information on: Abamectin*  
*Toxicity to aquatic plants:*  
*OECD Guideline 201 static*  
*green algae/EC50 (72 h): > 6.1 mg/l*

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## 13. Disposal considerations

### Waste disposal of substance:

Pesticide wastes are regulated. See Manufacturer's Product Label Dispose of in accordance with local authority regulations.

### Container disposal:

Consult the product label for additional details. Do not reuse empty containers. Completely emptied packagings can be given for recycling. Uncleaned empties should be disposed of in the same manner as the contents.

---

## 14. Transport Information

### Land transport TDG

Not classified as a dangerous good under transport regulations

### Sea transport IMDG

Not classified as a dangerous good under transport regulations

### Air transport IATA/ICAO

Not classified as a dangerous good under transport regulations

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## 15. Regulatory Information

### Federal Regulations

#### Registration status:

Chemical DSL, CA released; restriction on quantity / not listed

Crop Protection DSL, CA released / exempt

# Safety Data Sheet

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WHMIS does not apply to this product.

**THIS PRODUCT HAS BEEN CLASSIFIED IN ACCORDANCE WITH THE HAZARD CRITERIA OF THE CPR AND THE MSDS CONTAINS ALL THE INFORMATION REQUIRED BY THE CPR.**

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### 16. Other Information

Recommended use: insecticide

We support worldwide Responsible Care® initiatives. We value the health and safety of our employees, customers, suppliers and neighbors, and the protection of the environment. Our commitment to Responsible Care is integral to conducting our business and operating our facilities in a safe and environmentally responsible fashion, supporting our customers and suppliers in ensuring the safe and environmentally sound handling of our products, and minimizing the impact of our operations on society and the environment during production, storage, transport, use and disposal of our products.

---

**MSDS Prepared by:**  
BASF NA Product Regulations  
msds@basf.com  
BASF HOTLINE (800) 454 – COPE (2673)  
MSDS Prepared on: 2012/11/08

END OF DATA SHEET

**Service Inspection Report  
 Detailed Service Report #301708**

**Client:** 107095  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107095  
 COV - Queen Elizabeth Theatre  
 649 Cambie Street  
 Vancouver, BC V6B 2P1

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Structl IPM #173166

Scott Baker

**Time In:** 12/17/2015 08:48 AM **Terms:** NET 30  
**Time Out:** 12/17/2015 09:12 AM **PO #:** Maintenance

**Order #** 301708 **Service Description** Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats, **Quantity** 1.00

**Service Comments**

**Tech Comment:** Inspected all exterior rodent bait stations no bait taken at this time as all new station placed around building.  
 Inspected all interior station no activity inside at this time cleaned and refreshed all stations add station in laundry rooms,bar's and back hallways

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
None Noted	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility  
 Created  
 Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility  
 Created  
 Last Inspected

**Pest Summary**

None Noted

**Device Summary**

Device Summary	With Activity	Without Activity	Total Inspected	Device Exceptions		
				Replaced	Removed	Skipped
Exterior Rodent Bait Station	0	6	6	0	0	0
Insect Monitors	0	6	6	0	0	0
Interior Rodent Bait Station	0	4	4	0	0	0
Mouse snap trap	0	1	1	0	0	0
<b>- Totals</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**

Area Inspected	Pest Findings	Time
Exteriors		8:57 AM
Interior		8:55 AM

**Service Inspection Report  
 Detailed Service Report #301708**

**Client:** 107095  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107095  
 COV - Queen Elizabeth Theatre  
 649 Cambie Street  
 Vancouver, BC V6B 2P1

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Structl IPM #173166

Scott Baker

**Time In:** 12/17/2015 08:48 AM **Terms:** NET 30  
**Time Out:** 12/17/2015 12:40 PM **PO #:** Maintenance

Order #	Service Description	Quantity
A126435	Mice,CR,SF,SPP,Ants(Exd.Ph&Ca),Rats,	1.00

**Service Comments**

**Tech Comment:** Inspected all exterior rodent bait stations no bait taken at this time as all new station placed around building.  
 Inspected all interior station no activity inside at this time cleaned and refreshed all stations add station in laundry rooms,bar's and back hallways  
 10 interior rodent stations  
 7 next year stations 18.50 each

**Materials Summary**

EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted				

**Open Conditions**

Severity	Created
Responsibility	Last Inspected
No Conditions Added or Updated this Service	

**Conditions Resolved This Visit**

Severity	Created
Responsibility	Last Inspected
No Conditions Added or Updated this Service	

**Pest Summary**

Quantity	Device Summary	With Activity	Without Activity	Total Inspected	Device Exceptions		
					Replaced	Removed	Skipped
None Noted							
	Exterior Rodent Bait Station	0	6	6	0	0	0
	Insect Monitors	0	6	6	0	0	0
	Interior Rodent Bait Station	0	4	4	0	0	0
	Mouse snap trap	0	1	1	0	0	0
	<b>- Totals</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.



**Service Inspection Report**  
**Detailed Service Report #305815**

**Client:** 107095  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107095  
 COV - Queen Elizabeth Theatre  
 649 Cambie Street  
 Vancouver, BC V6B 2P1

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Structl IPM #173166

Customer is unavailable to sign

Scott Baker

**Time In:** 1/29/2016 01:59 PM **Terms:** NET 30  
**Time Out:** 1/29/2016 02:30 PM **PO #:** Maintenance

**Order #** 305815 **Service Description** Preventative Maintenance - Rats & Mic **Quantity** 1.00

**Service Comments**

**Tech Comment:** Inspected all exterior rodent bait stations 25% bait taken at this time cleaned and refreshed all station around building.  
 Inspected all interior station 20% activity inside at this time cleaned and refreshed all stations.  
 Add station to green room by garbage can room was being used will follow up next visit  
 Recommend removing cloth off bottom of couch.

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
None Noted	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility

Created  
 Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility

Created  
 Last Inspected

**Pest Summary**

None Noted

**Device Summary**

	Quantity	With Activity	Without Activity	Total Inspected	Device Exceptions		
					Replaced	Removed	Skipped
Exterior Rodent Bait Station		3	3	6	0	0	0
Insect Monitors		0	6	6	0	0	0
Interior Rodent Bait Station		0	4	4	0	0	0
Mouse snap trap		0	1	1	0	0	0
<b>- Totals</b>		<b>3</b>	<b>14</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**



Ministry of  
Environment

Ministry of Environment

PESTICIDE USE AND VENDOR LICENCE No. 8646

CARE PEST VANCOUVER LTD  
1 - 3888 NORTH FRASER WAY

BURNABY BC V5J 5H6

Primary Contact: EMMA JOHNS

Licence Category(ies)

STRUCTURAL - GENERAL  
PESTICIDE USER - PUBLIC LAND  
VENDOR - DOMESTIC PESTICIDES  
PESTICIDE USER - SERVICE

Location:

1 - 3888 NORTH FRASER WAY

BURNABY BC

A Licensee shall ensure that every use the Licensee conducts involving pesticides, other than Excluded pesticides, is performed or supervised by a certified applicator.

No Licensee shall permit the sale of a pesticide, other than an Excluded pesticide; except where a Dispenser employed by the Licensee informs the purchaser that the pesticide label instructions must be followed and offers to provide advice concerning pest management and safe pesticide use.

Issued: 01-APR-2012

Expires: 01-APR-2013

Issued by authority of the Administrator  
*Integrated Pest Management Act*



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COLUMBIA  
The Best Place on Earth

Ministry of  
Environment

PESTICIDE APPLICATOR CERTIFICATE No. 174604

CHRIS MALKIN

s.22(1)

The above named is certified to use pesticide in the following category:

STRUCTURAL - INTEGRATED PEST MANAGEMENT

Issued: 22-MAY-2012  
Expires: 22-MAY-2017

Issued by authority of the Administrator  
*Integrated Pest Management Act*



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PESTICIDE APPLICATOR CERTIFICATE No. 166927

KARLISSA HUGHES  
1 - 3888 NORTH FRASER WAY  
BURNABY BC V5J 5H6

The above named is certified to use pesticide in the following category:

**STRUCTURAL - INTEGRATED PEST MANAGEMENT**

Issued:  
Expires: 27-JAN-2016

Issued by authority of the Administrator  
*Integrated Pest Management Act*



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Environment

PESTICIDE APPLICATOR CERTIFICATE No. 165567

PETER STEINFORT  
1 - 3888 NORTH FRASER WAY  
BURNABY BC V5J 5H6

The above named is certified to use pesticide in the following category:

STRUCTURAL - INTEGRATED PEST MANAGEMENT

Issued:  
Expires: 14-OCT-2015

Issued by authority of the Administrator  
*Integrated Pest Management Act*



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Environment

PESTICIDE APPLICATOR CERTIFICATE No. 173166

SCOTT BAKER

s.22(1)

The above named is certified to use pesticide in the following category:

**STRUCTURAL - INTEGRATED PEST MANAGEMENT**

Issued: 14-MAR-2012

Expires: 14-MAR-2017

Issued by authority of the Administrator

*Integrated Pest Management Act*







FOR TERMINIX PEST CONTROL

**Client:** 107181  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107181  
 COV - Orpheum Theatre  
 865 Seymour Street  
 Vancouver, BC

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Structl IPM #173166

Customer is unavailable to sign

Scott Baker

**Time In:** 12/17/2015 09:34 AM **Terms:** NET 30  
**Time Printed:** 12/17/2015 01:31 PM **PO #:** Maintenance

Order #	Service Description	Quantity
301710	Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats,	1.00

**Service Comments**

None Noted

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility

Created  
 Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility

Created  
 Last Inspected

**Pest Summary**

None Noted

**Device Summary**

	Quantity	With Activity	Without Activity	Total Inspected	Device Exceptions		
					Replaced	Removed	Skipped
Exterior Rodent Bait Station	1	1	0	1	0	0	0
Insect Monitors	0	0	6	6	0	0	0
Interior Mechanical Mouse Tr	0	0	1	1	0	0	0
Interior Rodent Bait Station	0	0	14	14	0	0	0
Mouse snap trap	0	0	2	2	0	0	0
<b>- Totals</b>	<b>1</b>	<b>1</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**

Area Inspected	Pest Findings	Time
Exterior		10:03 AM
Interior		10:30 AM

Comment: 1. Inspected all exterior rodent bait stations 60% bait taken at this time cleanend and refreshed all station around building,Inspected all interior



**CARE**  
PEST & WILDLIFE  
CONTROL  
A TERMINIX Canada Company  
#1 - 3688 North Fraser Way, Burnaby, BC V5J 5H6  
Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

## Service Inspection Report Detailed Service Report #301710

### Area Inspections

Area Inspected	Pest Findings	Time
rodent stations no activity found at this time add station to carpenters office on main level across from stage door		
Interior -> Backstage		10:05 AM
Interior -> Bars		10:09 AM
Interior -> Box office		10:17 AM
Interior -> Carpenters office		10:05 AM
Interior -> Cat walk		10:08 AM
Interior -> Catering curtain		10:15 AM
Interior -> Dressing rooms		10:08 AM
Interior -> Front of house		10:08 AM
Interior -> House		10:08 AM
Interior -> Loading dock		10:07 AM
Interior -> Lunch room		10:07 AM
Interior -> Maintenance office		10:06 AM
Interior -> Roof air room		10:06 AM
Interior -> Stage office		10:06 AM
Interior -> Tunnels		10:06 AM

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exterior</i>					
	*Station 1	Exterior Rodent Bait Station	Activity		10:15 AM
<i>Interior</i>					
	*0	Mouse snap trap	None		9:59 AM
<i>Interior -&gt; Backstage</i>					
	*Station 14	Interior Rodent Bait Station	None		10:14 AM
	*Station 15	Insect Monitors	None		10:14 AM
	*Station 16	Interior Mechanical Mouse Trap	None		10:14 AM
<i>Interior -&gt; Bars</i>					
	*0	Mouse snap trap	None		10:10 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 12	Insect Monitors	None		10:13 AM
	*Station 13	Insect Monitors	None		10:13 AM
<i>Interior -&gt; Box office</i>					
	*Station 19	Interior Rodent Bait Station	None		10:18 AM
	*Station 20	Interior Rodent Bait Station	None		10:18 AM
<i>Interior -&gt; Carpenters office</i>					
	*Station 1	Insect Monitors	None		10:05 AM
	*Station 2	Interior Rodent Bait Station	None		10:05 AM
<i>Interior -&gt; Catering curtain</i>					
	*Station 17	Interior Rodent Bait Station	None		10:15 AM
<i>Interior -&gt; Front of house</i>					
	*Station 9	Interior Rodent Bait Station	None		10:17 AM
	*Station 10	Interior Rodent Bait Station	None		10:17 AM
	*Station 18	Interior Rodent Bait Station	None		10:17 AM
<i>Interior -&gt; Lunch room</i>					
	*Station 8	Interior Rodent Bait Station	None		10:08 AM



**CARE**  
 PEST & WILDLIFE  
 CONTROL  
 A **TERMINIX** Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepost.com

## Service Inspection Report Detailed Service Report #301710

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Interior -&gt; Roof air room</i>					
	*Station 6	Interior Rodent Bait Station	None		10:07 AM
	*Station 7	Interior Rodent Bait Station	None		10:07 AM
<i>Interior -&gt; Stage office</i>					
	*Station 3	Interior Rodent Bait Station	None		10:06 AM
<i>Interior -&gt; Tunnels</i>					
	*Station 4	Interior Rodent Bait Station	None		10:06 AM
	*Station 5	Interior Rodent Bait Station	None		10:06 AM

**Total Devices: 24      Skipped: 0      No Activity: 23      Activity: 1**

### Material Application Details

EPA #	Material Applied	Active Ingredient	Application Method	Application Rate
	Lot #	AI Concentration	Application Equipment	Sq/Cu/L Ft

None Noted

N/A

N/A

Weather:

**Client:** 107181  
 City of Vancouver  
 PO Box 7757  
 349 West Georgia  
 Vancouver, BC V6B 0L5

**Service Location:** 107181  
 COV - Orpheum Theatre  
 865 Seymour Street  
 Vancouver, BC V6B 3L4

**Customer Signature:**

**Technician Signature:**

**Licenses/Certifications**

BC - Structl IPM #173166

Customer is unavailable to sign

Scott Baker

**Time In:** 12/17/2015 09:34 AM **Terms:** NET 30  
**Time Out:** 12/17/2015 12:47 PM **PO #:** Maintenance

Order #	Service Description	Quantity
A126437	Mice,CR,SF,SPP,Ants(Excl.Ph&Ca),Rats,	1.00

**Service Comments**

None Noted

**Materials Summary**

Material Applied	EPA #	Active Ingredient	Finished Quantity	Application Method	Application Rate
Material Applied	Lot #	AI Concentration	Undiluted Quantity	Application Equipment	Sq/Cu/L Ft
None Noted					

**Open Conditions**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility  
 Created  
 Last Inspected

**Conditions Resolved This Visit**

No Conditions  
 Added or Updated  
 this Service

Severity  
 Responsibility  
 Created  
 Last Inspected

**Pest Summary**

None Noted

**Device Summary**

Device Summary	With Activity	Without Activity	Total Inspected	Device Exceptions		
				Replaced	Removed	Skipped
Exterior Rodent Bait Station	1	0	1	0	0	0
Insect Monitors	0	6	6	0	0	0
Interior Mechanical Mouse Tr	0	1	1	0	0	0
Interior Rodent Bait Station	0	14	14	0	0	0
Mouse snap trap	0	2	2	0	0	0
<b>- Totals</b>	<b>1</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>

Additional pest findings may have been observed. Please see conditions and comments for more details.

**Area Inspections**

Area Inspected	Pest Findings	Time
Exterior		10:03 AM
Interior		10:30 AM

Comment: 1. Inspected all exterior rodent bait stations 60% bait taken at this time cleaned and refreshed all station around building. Inspected all interior



**CARE**  
 PEST & WILDLIFE  
 CONTROL  
 A TERMINIX Canada Company  
 #1 - 3888 North Fraser Way, Burnaby, BC V5J 5H6  
 Tel: 604-432-9422 / Fax: 604-432-9425 / www.carepest.com

# Service Inspection Report

## Detailed Service Report #301710

### Area Inspections

Area Inspected	Pest Findings	Time
rodent stations no activity found at this time add station to carpenters office on main level across from stage door		
Interior -> Backstage		10:05 AM
Interior -> Bars		10:09 AM
Interior -> Box office		10:17 AM
Interior -> Carpenters office		10:05 AM
Interior -> Cat walk		10:08 AM
Interior -> Catering curtain		10:15 AM
Interior -> Dressing rooms		10:08 AM
Interior -> Front of house		10:08 AM
Interior -> House		10:08 AM
Interior -> Loading dock		10:07 AM
Interior -> Lunch room		10:07 AM
Interior -> Maintenance office		10:06 AM
Interior -> Roof air room		10:06 AM
Interior -> Stage office		10:06 AM
Interior -> Tunnels		10:06 AM

### Device Inspection Details

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Exterior</i>					
	*Station 1	Exterior Rodent Bait Station	Activity		10:15 AM
<i>Interior</i>					
	*0	Mouse snap trap	None		9:59 AM
<i>Interior -&gt; Backstage</i>					
	*Station 14	Interior Rodent Bait Station	None		10:14 AM
	*Station 15	Insect Monitors	None		10:14 AM
	*Station 16	Interior Mechanical Mouse Trap	None		10:14 AM
<i>Interior -&gt; Bars</i>					
	*0	Mouse snap trap	None		10:10 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 11	Insect Monitors	None		10:13 AM
	*Station 12	Insect Monitors	None		10:13 AM
	*Station 13	Insect Monitors	None		10:13 AM
<i>Interior -&gt; Box office</i>					
	*Station 19	Interior Rodent Bait Station	None		10:18 AM
	*Station 20	Interior Rodent Bait Station	None		10:18 AM
<i>Interior -&gt; Carpenters office</i>					
	*Station 1	Insect Monitors	None		10:05 AM
	*Station 2	Interior Rodent Bait Station	None		10:05 AM
<i>Interior -&gt; Catering curtain</i>					
	*Station 17	Interior Rodent Bait Station	None		10:15 AM
<i>Interior -&gt; Front of house</i>					
	*Station 9	Interior Rodent Bait Station	None		10:17 AM
	*Station 10	Interior Rodent Bait Station	None		10:17 AM
	*Station 18	Interior Rodent Bait Station	None		10:17 AM
<i>Interior -&gt; Lunch room</i>					
	*Station 8	Interior Rodent Bait Station	None		10:08 AM

**Device Inspection Details**

Area	Device Name	Device Type	Activity	Pest Findings	Time
<i>Interior -&gt; Roof air room</i>					
	*Station 6	Interior Rodent Bait Station	None		10:07 AM
	*Station 7	Interior Rodent Bait Station	None		10:07 AM
<i>Interior -&gt; Stage office</i>					
	*Station 3	Interior Rodent Bait Station	None		10:06 AM
<i>Interior -&gt; Tunnels</i>					
	*Station 4	Interior Rodent Bait Station	None		10:06 AM
	*Station 5	Interior Rodent Bait Station	None		10:06 AM
<b>Total Devices:</b>	<b>24</b>	<b>Skipped:</b>	<b>0</b>	<b>No Activity:</b>	<b>23</b>
				<b>Activity:</b>	<b>1</b>

**Material Application Details**

EPA #	Material Applied	Active Ingredient	Application Method	Application Rate
	Lot #	AI Concentration	Application Equipment	Sq/Cu/L Ft
<i>None Noted</i>				
		N/A		N/A

Weather:

## Lynden, Jason

---

**From:** Cecic, Tanja  
**Sent:** Monday, June 29, 2015 1:53 PM  
**To:** Lynden, Jason  
**Subject:** Orpheum - Rat sightings in First Aid Room & Theatre on ground floor

Hi Jason,

Went over to Orpheum to meet with Paul McManus and copy some accident reports for Elizabeth from the first aid office and saw some "vermin". I wanted to let you know so that you could log it for pest control:

Date: Wed, June 24<sup>th</sup> 12:45pm

Location: Orpheum, First Aid Room

Large rat scurried from one corner to the other side and under the door when I turned on the light.

Date: Wed June 24<sup>th</sup> 12:55pm

Location: Orpheum, ground floor of theatre middle aisle threshold area

Large rat scurried across theatre aisle threshold from back of theatre and ran up into main lobby area.

Yuck! Definitely rats not mice.

Thanks,  
Tanja

## Real Estate and Facilities Management

We are a Team of Facility Experts dedicated to providing our partners with safe, high quality facilities

Our Values are Pride - Respect - Integrity - Dedication - Excellence

### REFM Facilities Maintenance & Operations Meeting

April 6, 2016

#### Agenda

- ✓ Safety
- ✓ Workplace Inspections - New App
- ✓ WorkSafe Claims Entry - Web Based
- ✓ Freedom of Information
- ✓ Monthly Portfolio Updates
- ✓ Pest Control or Other Service Provider Issues
- ✓ Emergency Supply Cabinets
- ✓ Capital Maintenance Request Forms
- ✓ Transit - Compass Cards
- ✓ Staffing Updates
- ✓ Staff EDO & Vacations

NEXT MEETING: Evans Maintenance & Operations Meeting April 20, 2016

- Next Monthly May 4, 2016 - Town Hall Room 115 - City Hall

- Chris will be occupied over the next month or so.
- Laura Helms → Inspections.
- FOIs → 5 days to produce requested records.
- e-card compass cards with cards. Document this.
- JSR - org chart → general approval.
- Call out list - review it for accuracy.



## Real Estate and Facilities Management

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## REFM Facilities Maintenance & Operations Meeting

August 12, 2015

### Agenda

- ✓ Safety
- ✓ Training - Fall Protection Sept. 24<sup>th</sup> & First Aid Level 1 Sept. 29<sup>th</sup>
- ✓ Additional Workplace Inspections
- ✓ Water Audits of Civic Facilities
- ✓ CCTV Signage
- ✓ Vehicle Servicing
- ✓ Staffing Updates
- ✓ Staff EDO & Vacations

NEXT MEETING: September 9, 2015

- Awareness Crew Talk.
- Hazard Identification → Contractors; documented. → monitor work closely. \* Oskin - Lead Paint. - Avestas
- "Contract Administration" course \* Identified Hazard Site Specific Database folder.
- Federico - Fall Protection, EVANS, 7-330.
- Anita - First Aid, 8am-4pm.
- City team - workplace Hazardous Identification course work.
- Meter clearance to electrical panels.
- EQUIPMENT IMPROVEMENTS FOR BUDGET SETTINGS.
- OSHA REPORTS to CLIENT.

## Real Estate and Facilities Management

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### REFM Facilities Maintenance & Operations Meeting

November 4, 2015

#### Agenda

- ✓ Purchasing Process - Philip Lai - further session?
- ✓ Guest: Stan from Anti-Slip - terrazzo tiles along Hamilton? Re-etch every 2yrs.
- ✓ Budget - Marvin Rogers
- ✓ Safety - Miller Harness Recall, Training - notify Dennis for any training sessions.
- ✓ Capital Project Cost Recovery
- ✓ Overhead Doors - Brian - being tagged the same as mechanical.
- ✓ Pest Control - Brian - CARE pest control.
- ✓ Emergency Generators - Brian
- ✓ Snow and Ice Removal
- ✓ Budgets
- ✓ Timesheets - FILLED OUT MANUALLY ONLY, SIGNED.
- ✓ Staffing Updates
- ✓ Staff EDO & Vacations - Mohammed

By Nov 13 - Dec 21 to Jan 3 to Mohammad.

NEXT MEETING: December 2, 2015

## Real Estate and Facilities Management

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### REFM Facilities Maintenance & Operations Meeting

November 18, 2015

#### Agenda

- ✓ Ruth Tsikayi <sup>reporting staff absences above 5 days → Homewood Health</sup>
- ✓ Guest: Peter Lei, Trasolini <sup>Centric referrals \* manages doctor's diagnostic.</sup>
- ✓ Safety <sup>modified duties FLU - 4 days. - new wire team Brochures coming.</sup>
- ✓ Contractor Coordination Training - Nov.26
- ✓ Insurance Workshop
- ✓ SAP PM - Brian Landels
- ✓ Workplace Inspections
- ✓ Incident Reports
- ✓ Performance Reviews
- ✓ Budgets - training session.
- ✓ Staffing Updates
- ✓ Staff EDO & Vacations - quotas on track?

NEXT MEETING: December 2, 2015 - Evans Yard

s.22(1)

\*

\* ESAPs at 3 weeks.

\* Trassalini - GET  
- orpneum.

\* care to mark the catch basin at GET loading de it snows.

\* roof audits.

\* Safety vests - ~~the~~ Parkade cleaning.

\* CARE Pest- Baseline service 1/month