



DAWSON'S PEST CASE STUDY

**Transport Company - Contract Threatened  
Due to under-servicing from their pest control provider**

*As a transport and logistics company, the thought of being awarded a third party logistics (3PL) contract for one of Australia's largest food manufactures is something to be celebrated. The possibilities are endless.*

After being awarded a very lucrative contract by one of Australia's largest food manufactures, an initial audit was conducted of the contractor's premises with significant concern. The contract was under threat of being torn up due to the risk of pest contamination to the food product. Dawson's were called in to consult with these specialists in cold food storage and distribution after the auditor detected an infestation of mice, ants and birds getting on the premises.

The goal was to establish a management plan and to provide a successful long-term pest management program. Food safety has its very own level of hazard analysis and critical control points (HACCP) requirements, and with the threat of birds continually getting into the premises. As well as ant and rodent (rats and mice) infestations causing contamination, the logistics company was under threat of losing this very lucrative contract.

Pest issues are not only a problem for the logistics company itself but their clients, as contaminated food has the potential to cause a health risk for the consumer, jeopardise the brand and may affect their bottom line.

**Implemented Action**

- > Dawson's was able to provide an integrated pest management program with the installation of bird netting under the awnings of the building to reduce the risk of birds and their droppings contaminating food product.
- > Dawson's implemented a rodent baiting strategy with three lines of defence. With fence line baiting being the first line of defence, the external perimeter baiting being the second line of defence and the Non-Toxic internal monitoring for the third line of defence.
- > Dawson's installed 199 rodent stations where the incumbent pest control provider had previously only had approximately 50.
- > A key concern for our specialist was found at the initial consultation and review of the premises. We found the incumbents use of toxic baits internally (under HACCP requirements they should have been Non-Toxic). This, itself created a risk of contamination to the food product.

**Result**

Thanks to all of the work put in by the dedicated Dawson's team, the infestation is now under control. The logistics company has been able to meet and maintain all of the stringent auditing processes set by one of Australia's largest food manufacturers.

This has allowed the client to be the supplier of choice and maintain their reputation as a leading Pest Control provider.

**Why These Results Were Achieved**

The benefit of working with Dawson's is that we are fully accredited and understand the detailed auditing process that businesses just like this have to undertake to keep contracts.

Dawson's develop specifically tailored and detailed Pest Management Program for each client location.

This allows for adequate coverage so you can avoid costly infestations that could contaminate food product, damage property and your name in the industry.

We have a professional and discreet workforce that are able to service several locations on a regular basis with access to a crisis team if any other pests arise and need to be treated.

**Client Feedback**

We receive valuable feedback from the team at the company included:



*Very Professional*



*They were very fast - if they were called they would attend in 10minutes*



*Same technician was a key benefit as he knew the layout of the building and what to look for*



*Even though the price increased on the previous supplier it was justified in the service level and reduced any risk of infestation*