

# Company Profile

Approved By



**Pestend Cleaning Service Est. with the ambition to provide Public Health Safety & Disease Protection**



*Pestend Cleaning Services Est. is an ISO 9001:2015; ISO 14001:2015; OHSAS 18001:2007 Certified Pest Control Company approved by TADWEER a Commercial Pest Control, Disinfection/sterilization & Cleaning Company with efficient staff under professional management, presently serves more than 100 clients In Abu Dhabi and other Emirates.*

*Vision to provide a clean, pest & pathogen free environment & to provide Public health safety & Disease protection*

## MISSION STATEMENT

- To be a leader in the pest control industry by delivering the best pest control service, using the latest proven technology in an environmentally responsible way and at a fair price.
- To build a long term relationship with our customers and clients and provide exceptional customer services

## Our Services

- **Disinfection & Sterilization Services**
- **General Pest Control Service**
- **Anti-termite treatment**
- **Fumigation Service**
- **General Cleaning Service (Commercial & Residential)**
- **Deep Cleaning (Commercial & Residential)**
- **Water Tank Cleaning**



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# Company Profile



## DISINFECTION & STERILIZATION SERVICES



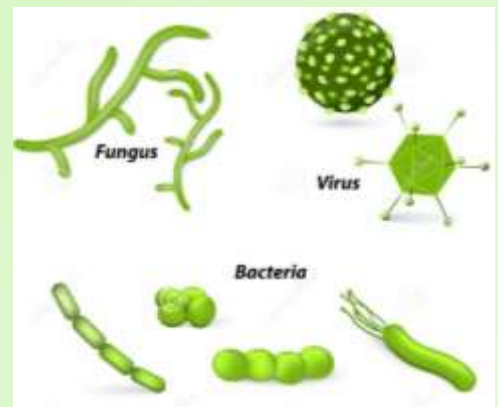
Pestend with our slogan “Your Hygiene Partner” is always aiming to be your hygiene partner. We provide our customers with disinfection and sterilization services. These services can be

- Surface disinfection
- Surface Sterilization
- Sanitization

### Pathogens we END!

With our professional techniques and quality chemicals (nano technology), we able to control the growth and reproduction of!

- Bacteria
- Viruses
- Fungi etc.



### Customers who appreciated our Disinfection services include!

- Al Dhafrah Cooperative society
- ADNIC offices
- Roberts Constructions
- Premium Nature Distributions foodstuff trading
- Modern Bakery
- And many more.





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## Pests we End!

Our commitment to your health is front and center in all aspects of our pest control practice.

Our dedication to the mission is never swayed. Our service technicians are more than exterminators, and our results are always guaranteed. Look to us for:



- Bedbug inspection
- Bedbug treatment
- Roach extermination
- Mosquito abatement
- Rodent control
- Bee, bat, and bird control
- Mosquito abatement □
- Termites control

## Our Strength

- Clients and staff!
- Passion given to all levels of work!
- Fresh thinking!
- Exciting opportunities and the future!

## Our Values

Certified Agriculture Engineer  
Well Trained Technical Team  
24/7 Response



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**Pestend Cleaning Services Est.** provides outstanding pest solutions for **Domestic Properties**

- Single storey and multi storey homes Units, villas and tower **Commercial / Industrial Properties –**
- Factories
- Hotels
- Restaurants
- Supermarkets
- Groceries
- Hi-Tech Type Buildings
- Corporate Head quarters
- Office Buildings / Banks
- Production Facilities
- Schools / Colleges / Training Centers
- Health Care Facilities
- Clubs



## *Our Service*

- Our aim is to deliver an innovative, quality service, which gives value for money.
- Our team of Technicians remains our biggest asset and their caliber and competence under pins the Success of our whole pest control operation.
- Thorough training at all stages of their career ensures they are able to assess a situation Quickly and take precautionary measures or act immediately if any threat is identified.
- This extensive and varied staff training, together with health, safety and environmental assessments and Controls are the foundation of safe working and contribute substantially to our customers' quality, safety and hygiene programs.



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## INTEGRATED PEST MANAGEMENT SERVICES

At Pestend Cleaning Services Est. we use IPM technique (Integrated Pest Management) is defined as "a planned program, incorporating continuous monitoring, education, record keeping, and communication to prevent pests and disease vectors from causing unacceptable damage to operations, people, property, materiel, or the environment. IPM uses targeted, sustainable (effective, economical, environmentally sound) methods including habitat modification, biological control, genetic control, cultural control, mechanical control, physical control, regulatory control, and where necessary, the judicious use of least-hazardous pesticides."



Traditional methods of pest control usually involve no more than periodic applications of pesticides. IPM is a commonsense approach to pest management that uses a variety of methods to control pests. Chemical pesticides maybe part of an IPM program. However, considerable effort is also put towards preventing pest problems by controlling conditions, which may attract and support pests. IPM has been used successfully for many years in agriculture, and is increasingly being applied in non-agricultural settings.

Figure1

Integrated Pest Management (IPM) is an environmentally friendly, common sense approach to controlling pests. This document serves to define IPM, describe proper IPM implementation in buildings, and outline the roles and responsibilities necessary for success. The following IPM principles apply to both new construction and existing commercial and residential structures and their Landscaping. This document will best serve individuals responsible for pest prevention and management in buildings including, but not limited to, building managers, cleaning staff, maintenance staff, building occupants, and pest management professionals (PMPs).



# Company Profile



## SERVICE

We here at Pestend Cleaning Services Est we follow the ERDM (Exclusion– Restriction– Destruction–Monitor) principle, the philosophy being that prevention is always better than cure. We will work in partnership with you to help maintain a pest free environment through effective implementation of the ERDM process:

**Exclusion**–prevent a pest from entering the premises.

**Restriction**–preventing a site becoming hospitable to pests either as a harborage or food source.

**Destruction**–eradication or removal of the infestation.

**Monitor**–Everyone’s responsibility



By providing regular routine inspections for contract customers to identify the presence of pests at their premise or home, which are treated if subsequently found.

By providing reports to all of our customers detailing what pests we have found, treatment carried out and any recommendations to prevent re occurrence of the issue.

## Quality assurance

These are to be carried out as a minimum of twice a year at no charge; the results are documented and kept within the pest control file. It is our intention to use photographs once permission is obtained. This will assist in our continuous improvement programme and ensure that our service protocols are in line with scope. The **Pestend Cleaning Services Est.** will provide details of emergency contacts and telephone numbers to call, both during office hours and at all other times, including out of office hours, week-ends and national holidays.

**MSDS & COSHH INFORMATION** Chemical safety Data information on all pesticides that may be used by **Pestend Cleaning Services Est.** will be held within a separate file. This will enable site personnel or other agents to identify any pesticides on the site.



# Company Profile



## Training & Human Resource Development

Pestend Cleaning Services Est. gives paramount importance to our service personnel's training, which is the key to our working partnership.

The Training Courses are,

- Health & Safety
- Biology of Rodents
- Insect Behavior-Cockroaches
- Stored Product Insects
- Ecology (Pest Bird Control)
- Rodenticides & Insecticides
- Fumigation



Our Technical Manager completes periodical inspections to ensure the quality of service, **Quality**

### Policy:

***Committed to deliver consistent Quality Services to all our Customers through meeting requirements and keeping customer focus in all our activities. Quality Objectives***

- Confirm to contractual obligation and customer needs
- Create and maintain secure & safe environment
- Aim for continual improvement in all our core activities
- Ensure employees welfare, regular training and reward for constant improvement
- Our Quality Control Department is fully geared to implement and enforce the Quality Objectives through conducting training programs, scheduled and random inspections, customer survey, identifying and upgrading the workmen's efficiency,



***All our Resources are constantly monitored and controlled by the Quality Control Department***





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## Insurance & Health Care:

All Pestend Cleaning Services Est. Pest Control Technicians are duly covered under Medical & Workmen Compensation Insurance Policy as per U.A.E Labour Law. Moreover, the company's prevailing in-house monetary welfare schemes are additional benefits for the workers.

## ***Risk/Financial Balance***

***Monitoring and controlling pest levels on the site we will have considered the following:***

- The need to comply with legislation (HASWA, COSHH, COPR).
- The benefits from pest prevention.
- Known high-risk environments.
- Breeding cycles of common pest species.

The overall risk strategy is a key to dealing effectively with pest control matters which may arise while balancing these needs/ legal obligations with the commercial cost of providing the service, versus the monetary loss incurred as a direct result of infestation going unnoticed.

## **ENVIRONMENTAL POLICY**

**Pestend Cleaning Services Est.** will ensure that they comply at all times with the agreed Environmental Policy. This to be supplied prior to commencement of any agreement.

## Pest Control Equipment Statement

- All Pestend Cleaning Services Est. equipment will be clean, well maintained and constructed so as to ensure that pesticides cannot leak etc., and shall not be allowed to contaminate: other areas; other materials; stock; foodstuffs etc.
- Pesticides and equipment while on the premises will be kept under the immediate supervision.
- Pesticides and equipment will not be left at any time in any place where other persons can gain access to them.
- Pestend Cleaning Services Est. stocks, pesticides and equipment will not be stored in any areas of the premises.
- Pestend Cleaning Services Est shall use the latest environmentally friendly substances, which are economically available for use on this Contract.
- All equipment supplied for use under this Contract will be free from defect and where necessary maintained and tested in accordance with the manufacturers recommendations or as deemed necessary. Pestend Cleaning Services Est. will obey all requirements of Control of Pesticides Regulations 1986.
- All empty pesticide packaging, replaced Rodenticides baits and boxes, etc. must be removed from the Premises with a minimum of delay and disposed via the Contractor's own waste facilities.
- Pestend Cleaning Services Est. Service technicians are supplied with the very latest surface spraying equipment in the form of "Gloria Pneumatic 5 li. stainless steel sprayer" which is a professional sprayer specifically adapted for the pest control industry. Fitted with flat fan nozzles for equal application.





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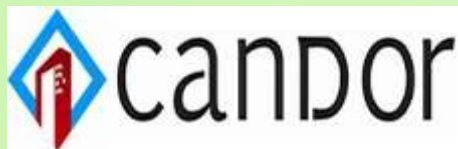
## OUR CLIENTS



مدرسة ويلز الدولية  
Wales International School



# Company Profile





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## RISK ASSESSMENT

Pestend Cleaning Services Est. is a quality conscious company. And, the number one priority of every PESTEND employee is “customer satisfaction.” We do it right the first time and every time. Through our quality control, each of the Pestend Cleaning Services Est. employees understands customers’ needs and, in return, our customers have confidence in their relationship with all our staff.

Why do Pestend Cleaning Services Est. partners “quality control” their customers?

To ensure that our customers are satisfied and we are meeting their needs. To be proactive in addressing customer concerns.

To measure employee performance, confirm employee strengths and weaknesses, and to acknowledge our partners for a “job well done.”

To build customer loyalty and cultivate additional business by cross-selling services and asking for customer referrals.

We are selling “SERVICE” that is why Pestend Cleaning Services Est. pest management knowledge combined with a “can do” attitude. Our main goal is the CUSTOMER’S ABSOLUTE SATISFACTION!

Pestend Cleaning Services Est. Pest Control guarantees your "Satisfaction." If there is a problem with any part of your service, we will continue to service your property at no extra charge until you are "satisfied." We guarantee satisfaction or your money back for your last scheduled service.

## FIND OUT YOUR RISK...

Learn where your stand and what you can do

