

Pest Management

Enbridge Centre

Integrated Pest Management (IPM) Program

Effective Date: June 30, 2026

Next Review Due: June 2027

Approved By: Jordana Lloyd, Property Manager

1. Purpose

The purpose of this Integrated Pest Management (IPM) Program is to provide a proactive, environmentally responsible approach to preventing and managing pest activity at Enbridge Centre. The program emphasizes prevention, monitoring, sanitation, building maintenance, and the use of the least hazardous pest control methods necessary to protect the health and safety of building occupants while minimizing environmental impacts.

2. Scope

This program applies to all common areas, mechanical rooms, loading docks, waste handling areas, tenant spaces (where applicable), exterior perimeter, and service areas within Enbridge Centre.

3. Roles and Responsibilities

Property Manager

The Property Manager is responsible for:

- Maintaining this Integrated Pest Management Program.
- Coordinating pest management services (with assistance from Staff Assistant)
- Reviewing inspection reports.
- Communicating with tenants regarding pest management activities.
- Ensuring annual review of the program.

Building Operations Team

The Operations Team will:

- Conduct routine visual inspections during daily building operations.
- Report signs of pest activity promptly.
- Address building deficiencies that may contribute to pest entry, including gaps, leaks, and damaged building components.
- Support corrective actions identified by the pest management contractor.

Janitorial Contractor

The janitorial contractor is responsible for:

- Maintaining a high level of cleanliness throughout common areas.
- Removing waste daily.
- Reporting evidence of pest activity.
- Cleaning food preparation and waste collection areas regularly.

Licensed Pest Management Contractor (Orkin Canada)

The pest management contractor will:

- Conduct routine inspections at least monthly.
- Monitor pest activity.
- Recommend corrective actions.
- Apply pest control measures when required.
- Maintain service records and treatment documentation.
- Use products in accordance with all applicable regulations.

Tenants

Tenants are encouraged to:

- Store food in sealed containers.
- Dispose of food waste daily.
- Maintain clean kitchen and break areas.
- Report pest sightings promptly to Building Management.
- Cooperate with scheduled inspections and treatments.

4. Staff Awareness and Training

Property Management staff complete the Hines Property Management Level 1 training program, including *Managing Contract Services, Chapter 5: Pest Control*, which provides guidance on pest management responsibilities, contractor oversight, and best practices for maintaining a pest-free building environment.

Building staff are expected to report signs of pest activity promptly to Building Management and follow the procedures outlined in this Integrated Pest Management Program. Pest inspections, monitoring, and any required pest control treatments are performed by the licensed pest management contractor (Orkin Canada).

5. Standard Operating Procedures

When pest activity is reported or observed, the following procedures are followed:

1. Pest sightings are reported to Building Management by building staff or tenants.
2. Building Management contacts the licensed pest management contractor (Orkin Canada) to report the issue and request an inspection, as required.
3. Orkin inspects the affected area to identify the pest, determine the extent of the activity, and recommend appropriate corrective actions.
4. Building Management works with Orkin to implement recommended corrective measures, which may include improving sanitation, removing food or water sources, sealing entry points, repairing building deficiencies, or modifying waste management practices.
5. Non-chemical control methods are prioritized whenever practical.
6. If treatment is required, Orkin will determine the most appropriate method. Environmentally preferable or low-risk pest control products are preferred, and conventional pesticides will only be considered when necessary.
7. Follow-up inspections or monitoring are completed by Orkin, as required, to confirm that the issue has been resolved.
8. Inspection reports, service records, treatments (if any), and corrective actions are maintained by Building Management.

6. Inspection and Monitoring

Orkin Canada conducts routine pest inspections at Enbridge Centre on a monthly basis.

Inspections may include, as applicable:

- Loading docks
- Waste and recycling rooms
- Mechanical rooms
- Common areas
- Exterior perimeter
- Food preparation and kitchenette areas
- Areas where pest activity has been reported

In addition to the scheduled monthly inspections, Building Management and Operations staff observe the property during their regular daily activities, including building inspections, contractor oversight, janitorial inspections, and routine maintenance. Any signs of pest activity are reported promptly to Building Management and Orkin for investigation. Inspection reports and service records provided by Orkin Canada are retained by Building Management.

7. Prevention Measures

Preventative measures include:

- Maintaining building integrity by sealing cracks and openings.
- Repairing plumbing leaks promptly.
- Eliminating standing water.

- Maintaining proper landscaping around the building perimeter.
- Keeping waste collection areas clean.
- Maintaining regular cleaning schedules.
- Reducing clutter in storage areas.
- Monitoring deliveries for signs of pests.

8. Food Storage and Waste Management

To reduce pest attraction:

- Food should be stored in sealed containers.
- Garbage and food waste are removed daily.
- Recycling containers are emptied regularly.
- Kitchenettes and break rooms are cleaned daily.
- Spills are cleaned immediately.
- Exterior waste containers remain closed when not in use.

9. Pest Control Products

The following pest management products and methods may be used:

- Monitoring devices
- Mechanical traps
- Tamper-resistant bait stations
- Exclusion materials (sealants, door sweeps, weather stripping)
- Approved low-risk pest control products and pesticides, where required, applied only by licensed professionals.

Only products registered for use in Canada and applied according to manufacturer instructions and applicable regulations may be used.

10. Environmentally Preferable Pest Management

Enbridge Centre follows an Integrated Pest Management approach that prioritizes:

1. Prevention
2. Sanitation
3. Monitoring
4. Mechanical and physical controls
5. Low-risk pesticides
6. Conventional pesticides only when necessary

Conventional pesticide applications will only be used when:

- Pest populations exceed acceptable thresholds.

- Non-chemical methods have proven ineffective.
- Immediate treatment is necessary to protect occupant health, safety, or the building.

11. Tenant Communication

When pesticide applications are required:

- Tenants in affected areas will receive advance notification whenever practical.
- Notifications will identify:
 - Date and time of treatment
 - Areas affected
 - Contractor information
 - Safety precautions, if applicable
- Emergency treatments will be communicated as soon as reasonably possible.

12. Documentation and Recordkeeping

The following records are maintained by Building Management:

- Inspection reports
- Service reports
- Tenant communications
- Annual program review

Records are retained in accordance with building management procedures.

13. Annual Review

This Integrated Pest Management Program is reviewed annually and updated as necessary to reflect operational changes, regulatory requirements, and best management practices.

14. Tenant Information

Where tenants retain responsibility for pest management within their leased premises, Building Management will provide this Integrated Pest Management Program as guidance and encourage tenants and their contractors to implement equivalent practices consistent with the objectives of this program.

Approved by:

**Jordana Lloyd
Property Manager
Enbridge Centre**

June 30, 2026