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The definitive solution for
Pest Prevention



Effective Pest Prevention

Whelan Pest Prevention is a Southampton based company That has built it's reputation on excellence

The company was founded over 15 years ago and has grown to become the regions best-known and most trusted provider of pest Prevention services.



We have successfully developed a range of techniques and products to protect your health, food and property in the most effective and environmentally responsible way possible.

The Whelan Pest Prevention pledge is to provide the finest supervised service, giving our customers, and their customers and staff, safe, effective protection for their working environment and their reputation.

WHAT MAKES OUR SERVICES UNIQUE?

A series of factors make us unique in the marketplace and enable us to bring best practice and value to each customer:

Tailored services

- Mix and match of services and products to meet requirements through a 'one-stop shop' approach

One point of contact

- One named person dedicated to managing the account
- One contract with one set of terms and conditions
- One invoice
- One helpline number to call

We are members and accredited to the following :



Company Profile



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At **Whelan Pest Prevention** we believe that there is no such thing as the 'standard' or 'typical' client. Consequently we think that there should be no such thing as the 'standard' approach to managing Pest Prevention issues. We work closely with each of our clients to ensure we have made a thorough evaluation of their requirements and have responded with the best possible solution for now and for the future.

IDENTIFYING THE RIGHT PARTNER

It can be difficult identifying what you should be looking for in a Pest Prevention partner. We believe that the following are essential and we offer all of these as standard:

- Fully trained and qualified surveyors and technicians
- Demonstration of recognised Health & Safety procedures
- Appropriate Public Liability Insurance in place

KEY OBJECTIVES

Our key objectives for all of our clients are to:

- Safeguard the reputation of your business
- Strengthen staff relations
- Cut wastage from damaged and unusable stock
- Face legal responsibilities with confidence
- Eliminate the threat of pest related illnesses

HOW WE WORK

Whelan Pest Prevention approach is to establish a partnership to meet our customer's objectives. Our aim is a long-term relationship based on reliability, best practice and transparency. Our Account Management procedures involve a single point of contact for clients, regular training, effective support systems and ongoing reporting and dialogue. A number of proprietary reporting tools have been developed by to assist with the account management process.



Understanding your needs



Effective Pest Prevention

REPORTING

Each client holds a Contract Information Pack containing Inspection and Treatment Reports, Advice Notes and Pesticides Information. This record remains on your premises and is completed by your Service Technician on every visit. It is available for your own information or as proof of work completed and inspection results at all times.

QUALITY CONTROL

Supervisors, Biologists, Service Managers and Quality Assurance Technicians regularly assess our technician's service standards. The standards are clearly laid down and can be easily measured.

TRAINING

Our Service employees all receive several months' initial training in both theory and practice of Pest Prevention ; training that will continue throughout the technician's career with Whelan Pest Prevention.

They will visit a customer regularly to assess the current situation and take precautionary measures, or act immediately if any threat is identified.

All our work, including any emergency treatments between our routine inspections, is carried out under programmed supervision and is subject to independent quality checks.



“Our customers don't want pests in their premises. If pests do get in, then they want immediate and direct action to make the premises pest free again.”

Understanding your needs



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How We Will Work With You

Waste Disposal

Waste from Pest Prevention treatments (e.g. rodent bodies, waste rodent control baits and bait containers), will be removed from the site by the Technician(s) and disposed of in accordance with the Special Waste, Environmental Protection (Duty of Care) and other pertinent Regulations.

Pest Prevention Reporting

The Technician will make written reports on each inspection and treatment. These reports will be made available and will be prepared in accordance with the specification of the Pest Prevention service provided.

Emergency Procedures

These include:

- The availability of safety data sheets for all pesticides used
- A 24 hour emergency response service from Whelan Pest Prevention Research and Technical Support Departments.

MEASUREMENT AND REPORTING

We will strive to establish a true partnership with you based on mutual trust and understanding with shared goals and objectives.

Success, commercial or otherwise, is measured on the ability of the partnership to deliver enhanced performances consistently. Comparisons can then be made against a range of business targets, demonstrating tangible benefits for all parties concerned.

Although each account service member will have specific responsibilities, a fully flexible working approach will be adopted to respond to the changing needs of the contract.

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www.whelanpest.com



Thank you for this opportunity
Please feel free to contact us with any questions

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