With portfolio diversification, tenants are presenting you with new specifications and space challenges. Did you know that pest management looks different for these varied clients? Going beyond traditional office space requires a new look at pest control from the perspective of a medical tenant, food storage or distribution center, or a multifamily property. It’s important to understand these differences and how they impact operations when planning to diversify your asset portfolio.

Here are key Integrated Pest Management (IPM) considerations to review with a pest management provider and satisfy specialized tenants’ top concerns:

<table>
<thead>
<tr>
<th>TOP CONCERNS</th>
<th>IPM CONSIDERATIONS</th>
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<tbody>
<tr>
<td><strong>HOSPITALITY</strong></td>
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<tr>
<td>• Guest satisfaction</td>
<td>• Quick response</td>
</tr>
<tr>
<td>• Reputation</td>
<td>• Proactive vs. reactive approach</td>
</tr>
<tr>
<td>• Online &amp; word of mouth reviews</td>
<td>• Open communication</td>
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<tr>
<td>• “Out of Sight, Out of Mind”</td>
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</tbody>
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| **FOOD DISTRIBUTION** |                     |
| • Food and product safety | • Audit regulation knowledge |
| • Quality assurance and third-party audit criteria | • Proper audit documentation |
| • Sanitation and cleanliness | • Pest sighting and trend reports |
| • Storage practices | |
# PEST MANAGEMENT FOR DIVERSIFIED PORTFOLIOS

## TOP CONCERNS

### HEALTHCARE
- Patient safety
- Infection control
- Sanitation and cleanliness
- Reputation

### MULTIFAMILY
- Tenant satisfaction and retention
- Building maintenance and repairs
- Unit turnover

### LOGISTICS/WAREHOUSING
- Vendor distribution and delivery
- Staff safety
- Storage capacity
- Location

### MIXED-USE
- Restaurants – health inspections and audits
- Retail – deliveries, inventory and storage
- Office – tenant satisfaction and maintenance

## IPM CONSIDERATIONS

### HEALTHCARE
- Pest education for staff
- Understanding the sensitivity of the environment
- Joint Commission expertise
- Stringent sanitation plan

### MULTIFAMILY
- Initial and ongoing inspections
- Environmentally responsible products
- Access to units

### LOGISTICS/WAREHOUSING
- Shipment inspections
- Monitoring pest hot spots
- Exterior maintenance

### MIXED-USE
- Exclusion tactics
- Expertise across multiple industries
- Responsiveness

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