

## About Us

Welcome to **Knightguard Pest Control**. We provide quality pest and termite control services to Metropolitan Sydney (The Upper NorthShore), the Hills district, the Central Coast and Newcastle. Servicing a wide range of clients from domestic homes to large commercial and industrial sites, we are committed to excellence within the pest control industry.

The impact that pests have on your business will impact on the health of your employees, the comfort of your customers and the reputation of your business. We have introduced the '**Knightguard 5 Step Program**' to assist our commercial clients find the most comprehensive yet **flexible** pest management and control options. Our aim is to provide tailored protection plans which save you time and money. We provide your business with safe and effective pest control methods.

Our pest management programs include our one time pest removal service, integrated pest management (IPM) as well as ongoing monthly service plans. We are trade **qualified, licensed, insured** and **accredited**. Call us anytime as our team are available 24 hours a day to assist you.

**Knightguard Pest Control provides an effective commercial treatment program in accordance with standards and guidelines as set out by:**

- Worksafe Australia: National Occupational Health & Safety Commission
- Environment Protection Authority (E.P.A)
- New South Wales Parks & Wildlife Service
- National Pest Management Industry
- NSW Department of Health
- Australian Quarantine & Inspection Service (AQIS)

## Our Philosophy

Our pest management services are based on the belief that our customers want a thorough, reliable and convenient service performed by someone that they can trust.

We understand the importance of providing services that are environmentally conscious.

Customers don't want pests or the irresponsible use of pesticides that negatively impact on business environments therefore we aim to minimise disruption to your day to day commercial operations, so you can get your job done.

Our pest management programs utilise preventative and corrective measures to ensure long term management. These include:

- Treatments performed by qualified technicians
- Long lasting, low toxicity products
- Concern for your environment
- Procedures based on IPM
- Use of the latest technology and equipment

## Commercial Services

At Knightguard Pest Control we also deliver an extensive range of commercial pest management solutions and we will keep your business premises free of pests and their problems. Knightguard Pest Control offers the broadest and most effective specialised programs across the following industries:

- Hotels and Motels
- Restaurants and Bars
- Offices and Commercial Buildings
- Retail stores and Supermarkets
- Food Processing centres
- Educational Facilities, Schools & Childcare centres
- Healthcare centres, Nursing Homes



### Integrated Pest Management Plans

At Knightguard Pest Control, we adopt an Integrated Pest Management (IPM) approach. IPM relies on a combination of techniques and methods with a minimum use of and exposure to chemicals.

The four main methods involved in IPM include physical, cultural, biological & chemical controls. Each business scenario is different and it is not always possible to use all of these methods, but we analyse each case and apply a **best management approach**.

We offer a range of flexible service programs with intervals which best suit your business cycles. Our annual service program reinforces these measures by controlling your pest problems on a seasonal basis.

### Pricing Policy

We provide a comprehensive service and we only use quality products. There are many operators out there who offer 'cut price' services and compromise on the level of after sales service. We believe our prices are amongst the most competitive in the industry. There is an old saying that rings true in this industry, sadly, 'You get what you pay for'. We are proud company and we stand by our reputation for excellence and value for money. We invite you to call us and discuss our comprehensive approach to pest management.

### Our Guarantee - Its fixed or it's free.

We guarantee to eradicate pests from your business within the agreed time period & offer a full refund of your service fees if we cannot resolve your problem.

We are committed to **customer satisfaction** and we will continue to service your business at no extra charge until the problem is rectified. Please ask our staff about the applicable guarantee period when you book your service.

**We also promise to arrive on time.** We will call you 15 minutes before we arrive and if we are unable to make the scheduled time, we will deduct a further \$15 off our quoted price.

## Reputational Risk - How poor pest management could affect your business..

### Reputation management

Consumer behaviour research has shown that one hotel or restaurant guest will tell at least ten other people about their negative experience. This number rises exponentially when you consider the popularity of social media.

### Employee & customer health

Whether in a commercial or residential environment, insect and rodent pests have the potential to cause diseases like salmonella, streptococcus, leptospirosis, iron deficiency anemia, necrotising tissue problems, Ross River fever, tapeworm infestation. In a commercial environment, the responsibility for treatment and perhaps punitive damages comes back to your business, making commercial pest control a smart investment.

### Customer comfort

Even if no diseases are transmitted, fleas, mosquitoes, flies and bedbugs are an annoyance to live with.

### Administrative penalties

As you'll know, any business involved in food preparation must have a commercial pest control program in place as part of their licensing requirements. You could be fined or prevented from operating if this condition is breached.

We have established a set of protocols which are based on years of experience. All Knightguard Pest Control clients will receive our free initial inspection service based on our 'Knightguard 5 Step Approach'. This is a no obligation service but is our commitment to show you, our professional and comprehensive level of service.

**Take a moment to read through our pre - treatment process.**

