



**INTEGRATED PEST  
MANAGEMENT**

for the Pharmaceutical Industry

**Rentokil**

## We protect the reputation of your brand and the safety of your production line

In the pharmaceutical industry, pest control is essential to ensure sterile production lines and the safety and efficacy of pharmaceutical products. Any contamination of raw materials or production machinery can halt production and necessitate the destruction of goods, causing significant economic losses.

If production systems are flawed, the consequences for a company's reputation can be serious. Hygiene and pest problems impact the perception of pharmaceutical brands among wholesalers, pharmacies, clinics, insurers, and consumers.

Manufacturers also find themselves operating in an environment characterised by increasingly complex supply chains and regulations. Strict legal requirements, specific hygiene certification standards for the pharmaceutical industry, and rigorous audit standards are all factors fueling the demand for innovative, non-toxic pest control methods.

Strict global directives and local regulations also require the precise identification of the sources of any potential flaw in the production chain, particularly in relation to legal disputes arising from non-compliance with applicable laws.

Hygiene safety standards, batch traceability, and documentation are increasingly scrutinised. It is imperative to ensure quality throughout the supply chain, from raw material purchasing to packaging, storage, and delivery by third-party suppliers.

These evolving challenges mean that pharmaceutical companies must adopt an integrated and comprehensive pest management strategy (in accordance with Good Manufacturing Practices (GMP) and HACCP) that adheres to the highest hygiene standards at all sites.

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### Impact of an infestation:

- Damage to image and reputation due to loss of trust
- Financial cost of contaminated materials and finished products, and production line blockages
- Loss of customers and turnover
- Inability to fulfil contracts
- Consumer compensation lawsuits
- Legal disputes for failure to comply with applicable regulations





## Changing legislation: making sure you stay compliant

Europe's 2019 Green Deal aims to make Europe the first climate-neutral continent, creating a regulatory ripple effect that prioritises sustainability across all industrial sectors.

The Farm to Fork (F2F) strategy acts as the primary driver for reducing chemical dependency, aiming for a 50% reduction in the use of hazardous pesticides by 2030.

For pharmaceutical manufacturers, the Biocidal Products Regulation (BPR) and the 2009 Sustainable Use Directive (SUD) form the mandatory legal foundation for pest management.

Article 14 of the SUD specifically states that any business that uses professional pest control services - from a small local bakery to an international pharmaceutical plant - must implement Integrated Pest Management (IPM) principles.

IPM relies on non-chemical strategies such as physical exclusion, habitat modification, and monitoring as the first line of defence, with pesticide usage as a documented last resort and only after stringent criteria have been met.

Compliance with the above framework is reinforced through global pharmaceutical standards: EU GMP Annex 1, FDA 21 CFR Part 11, and GAMP-5.

The recent 2023/2025 updates to these standards—specifically the mandatory Contamination Control Strategy (CCS) - demand rigorous proof of continuous monitoring, ALCOA+ compliant digital audit trails, and documented Root Cause Analysis (RCA).

## Integrated pest management

Very often, medicinal and pharmaceutical products contain food-grade flavourants, which are subject to the same pest risks found in the food industry.

Rentokil specialises in providing customised, integrated pest management programs to the pharmaceutical sector and offers inspection, on-site audit and risk assessment services. Our approach ensures the highest levels of safety and satisfies EU regulatory requirements.

Our IPM programs are rooted in ERDM (Exclusion, Restriction, Destruction, and Monitoring), an integrated and highly effective approach that combines four fundamental principles:

- **Exclusion:** Exclude and eliminate any opportunity for pest entry. (Block any openings and cracks, keep windows closed, and monitor open areas.)
- **Restriction:** Raise staff awareness of the potential presence of pests so they can help detect any signs of activity or entry as soon as possible.
- **Destruction:** Use the most innovative and effective solutions to efficiently and sustainably eradicate infestations.
- **Monitoring:** Use monitoring devices for early warning of any pest activity.
- Whatever type of pest is threatening your production line, we work according to these principles to develop an Integrated Pest Management (IPM) plan tailored to your requirements.

Whatever the pest risk, we work according to these principles to develop Integrated Pest Management (IPM) plans tailored to each client's individual needs.

These plans combine decades of experience supporting the pharmaceutical supply chain with cutting-edge data insights to ensure the highest levels of safety and regulatory compliance.



# myRentokil

## Online reporting system

myRentokil is an online reporting portal that allows our customers to take a proactive approach to pest prevention and control.

The portal provides customers with instant access to information on pest activity, recommendations, interactive plans, and documentary evidence of the services provided, so they can stay constantly updated.

### With myRentokil, you're always audit-ready:

- View detailed multi-site floor plans and record visit minutes in a single portal.
- Instantly access a complete audit trail across all food facilities, in compliance with rigorous internal and external audit requirements
- Demonstrate responsiveness and improved pest control results through detailed trend analysis and reporting.
- Access real-time data online 24/7, or send scheduled pest reports directly to your inbox.



### Pest management for the pharmaceutical industry

- High-quality consultancy and services delivered by highly qualified technicians
- Services delivered in compliance with all applicable regulations and audit standards
- Industry-leading experts and specialists working in entomology, biology and chemistry
- 24/7\* real-time online reporting, analysis and compliance management through a single customer portal, myRentokil
- Professional training on audit requirements

\*At the same time as the technician's visit





# PestConnect

An advanced digital pest management system that operates 24/7

PestConnect offers a revolutionary approach to IPM by integrating advanced infrared and wireless technologies into a seamless system that detects, captures, and eliminates rodent pests, offering businesses a proactive, sustainable\*, and efficient pest control solution.

Designed especially for businesses that adhere to stringent regulations, PestConnect provides 24/7 remote monitoring and autonomous operation, allowing businesses to maintain pest-free environments without disrupting their daily operations.

PestConnect's efficiency is tested and proven, resolving rodent activity\* twice as fast as traditional systems and reducing the need for rodenticide bait by up to 60%\*. Additionally, with ISO 27001 certification, PestConnect ensures the highest standards of data security, making it a trusted and sustainable solution for modern pest management.

PestConnect works autonomously and discreetly, without interfering with the corporate network or production machinery, thanks to the use of integrated sensor technology.

PestConnect doesn't just detect pests; it proactively prevents infestations. Our expert technicians use insightful data to make quick interventions, enhancing rodent control efficacy and minimising disruption to your business.

\*PestConnect can be more sustainable by reducing rodenticide bait use by up to 60%. Based on a comparison of bait use at customer sites transitioning from non-connected to connected pest control. All data on file.

## Protecting your business

### Food and textile insect control

Raw materials and packaging stored in pharmaceutical company warehouses are a tempting food source for various food and textile insects. They can enter the supply chain at any point from the farm, in storage, transport or processing. Each stage can provide ideal environments for them to thrive all year round.

Our SPI pest management process focuses on 3 principal aspects to ensure the most effective solution: prevention, inspection, and control.

Preventing product contamination is our number one priority. If SPI activity is found, then control methods will involve either small isolated treatments or, if the infestation is extensive and throughout the premises, it may be necessary to treat the entire premises using space treatments such as heat.

The method of control will be determined by the level of infestation, the species of SPI and various other factors, determined by our experts upon inspection.

### Pest bird control

Birds, especially swallows and pigeons, enter the loading and unloading areas of pharmaceutical companies in search of food, thus contaminating raw materials and finished products.

This is a serious problem. Birds transmit bacterial infections such as salmonella and psittacosis, viruses such as Newcastle disease, and various parasites such as ticks and mites.

Depending on the area to be protected, we use various netting and electrified wire systems, as well as stainless steel spikes and sound deterrents.

All Rentokil solutions comply with animal welfare laws and are designed to prevent birds from approaching, settling, and nesting—all of which can be detrimental to businesses. We also offer specialised, customised solutions to address situations where birds have already entered buildings.



**HEAT TREATMENTS**  
Eliminate all stage of insect life



**NETTING**  
Specialised, customised solutions for pest birds.



### LUMNIA

LED lamps for the sustainable control of flying insects.

## Flying insect control

The risk of contamination of pharmaceutical products by flying insects is high. Flies alone carry up to 200 pathogens, including bacteria that cause ailments such as dysentery, gastroenteritis, and salmonella.

Lumnia, a cutting-edge LED Insect Light Trap (ILT), was designed to meet the unique demands of industries like food processing and pharmaceutical manufacturing.

Lumnia not only boasts an impressive 80% extended reach and delivers up to 79% energy savings, but its LED lamps are also completely mercury-free, aligning with the highest environmental standards.

What sets Lumnia apart is the enhanced longevity of its robust LED lamps, which outshine the competition by lasting 33% longer than any other LED solutions available, assuring efficacy for an impressive four years and minimising the necessity for frequent replacements. This commitment to durability, coupled with a 62% reduction in carbon emissions, makes Lumnia an environmentally conscious choice for effective flying insect control.



### INSECT DETECTOR

Effective monitoring with a pheromone-based attractant.

## Crawling insect control

Pharmaceutical laboratories and manufacturing facilities cannot afford an infestation of cockroaches or other crawling insects. To ensure adequate control, our technicians receive on-site training to understand the processes, operations, and practices of the specific site, in compliance with Good Manufacturing Practices (GMP).

Following the inspection, a safety and pest risk assessment will be prepared, and a program will be initiated to monitor and assess the severity of the infestation. Under Rentokil's expert guidance, each site will utilise a range of solutions, such as glue traps, insect lures, and gel bait, as well as the latest innovations, such as non-toxic targeted heat treatments.

Rentokil aims to not only reduce the risk of serious infestation but to be proactive in preventing infestations through the use of monitoring and trend data, providing corrective action to help increase cost savings and minimise business disruption.

# Rentokil

## Why Rentokil? We deliver:

- **Expertise in the pharmaceutical industry**

Rentokil has served thousands of pharmaceutical manufacturers of all sizes and types worldwide for decades. As industry experts, we know exactly what it takes to fully protect your business against a wide variety of pests.

- **Innovative 24/7 protection**

We constantly push the boundaries of technical innovation and science, providing you with the most advanced range of connected, efficient and environmentally friendly solutions on the market.

- **A fully comprehensive service**

Whether you need reliable maintenance services, a fast emergency response, training in pest protection for your employees, or inspections by our expert field biologists as part of an audit programme, we can provide all the help you need.

- **Consistent standards**

We ensure high-quality, consistent solutions across all of your sites globally. With operations in over 70 countries and over 12,000 certified technicians, we make sure all your sites perform to the highest standards and meet all regulatory requirements.

- **Central point of contact**

If you operate with multiple sites in different locations, you can request a single point of contact for all their operations based on a national framework agreement.

- **Pioneering research and development**

Our Global Research and Development Centre, a hub for innovation development, keeps you ahead of pest challenges. By continually developing new solutions in areas like thermal imaging, chemical-free treatments and new biocides, we ensure you are always in the best possible position to protect your business.



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