

PestSure News

INSURING THE FUTURE OF PEST CONTROL

1st Quarter 2009

PestSure Travels to Orlando

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Linda and Kristina at FL Pest Management Conference

PestSure traveled to Orlando in January to participate in the Florida Pest Management Association Conference.

State association conferences provide us with an opportunity to seek new members for the PestSure Program as well as give us a chance to visit with existing PestSure insureds.

PestSure co-presented with DriveCam during an educational session at the FLPMA conference.

Mark your calendar for the PestSure Autumn Safety and Loss Prevention Meeting in Dallas the week of September 14, 2009

Linda Midyett of PestSure spoke on the importance of diligent new driver selection practices and the focus on frequent training while David Callison of DriveCam explained the DriveCam Solution as one way to improve your driver's skills and elevate the overall safety performance of your fleet. Below, several of our current PestSure members visit at our booth in the exhibit hall.

In addition to the FLPMA, PestSure attended the Copesan Conference and Vendor Expo in Orlando on February 5 and 6. Kristina and Linda had a chance to visit with many of our existing insureds and also talk to a few of the Copesan Partners interested in our program.

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Linda Midyett



Safety Reminders



Auto leveling cleat in use on an extension ladder.



Stabilizer bar attached to an extension ladder.

In 2007 and 2008, falls from an elevated level accounted for 13% of our total workers' compensation claims within PestSure.

Linda Midyett

Reducing the frequency of injuries among the pest management firms we insure is a primary goal at PestSure. With 13% of our work injuries in the past two years resulting from falls from a higher level, safe ladder use is a topic worthy of discussion.

Ladder use is a tough topic to address because ladders are utilized in such a wide variety of applications. Here are a few practices that apply to ladder use in any situation.

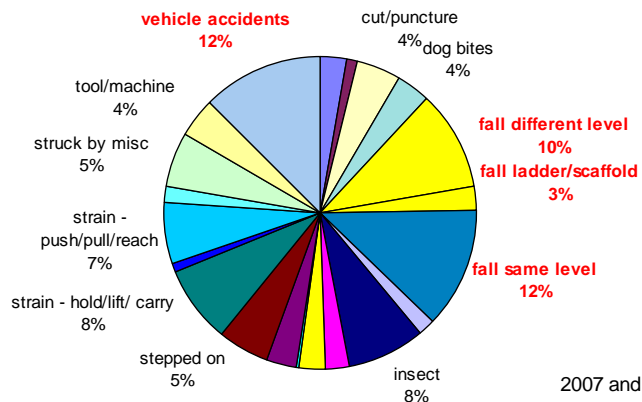
- Maintain three points of contact
- Keep your center of gravity inside the side rails
- Set ladder at the proper angle
- Set ladder on a solid and level surface
- Watch for overhead electrical lines when setting a ladder

Visit the PestSure website at www.pestsure.com – Member's Area – or www.OSHA.gov for more information on training, inspection and written programs for your ladder exposure.

So just what are the training requirements for ladder use? Here is a list of just a few in an excerpt from the OSHA standard. The employer shall provide a training program for each employee using ladders and stairways, as necessary. The program shall enable each employee to recognize hazards related to ladders and stairways, and shall train each employee in the procedures to be followed to minimize these hazards. The employer shall ensure that each employee has been trained by a competent person in the following areas, as applicable:

- The nature of fall hazards in the work area.
- The correct procedures for erecting, maintaining, and disassembling the fall protection systems to be used.
- The proper construction, use, placement, and care in handling of all stairways and ladders.
- The maximum intended load-carrying capacities of ladders and stairways.

Fall prevention and fall protection are featured topics on our PestSure Autumn Loss Prevention Meeting Agenda this year. We are planning a meeting in Dallas for the week of September 14, 2009. Save the date!



2007 and 2008 WC Data for Total PestSure

Our Amazing Insureds

PestSure insured **Wil-Kil Pest Control** was recognized and received the 2008 Angie's List Super Service Award. This award is given to companies who maintain a superior service rating on Angie's List throughout the year. To put this into perspective, fewer than five percent of the companies on Angie's meet the requirement to be considered for the award. General manager of Wil-Kil, Dale Bauerkemper, explained that this award is evidence of the Wil-Kil vision to set the standard for delivering superior service and pest management solutions to our clients.

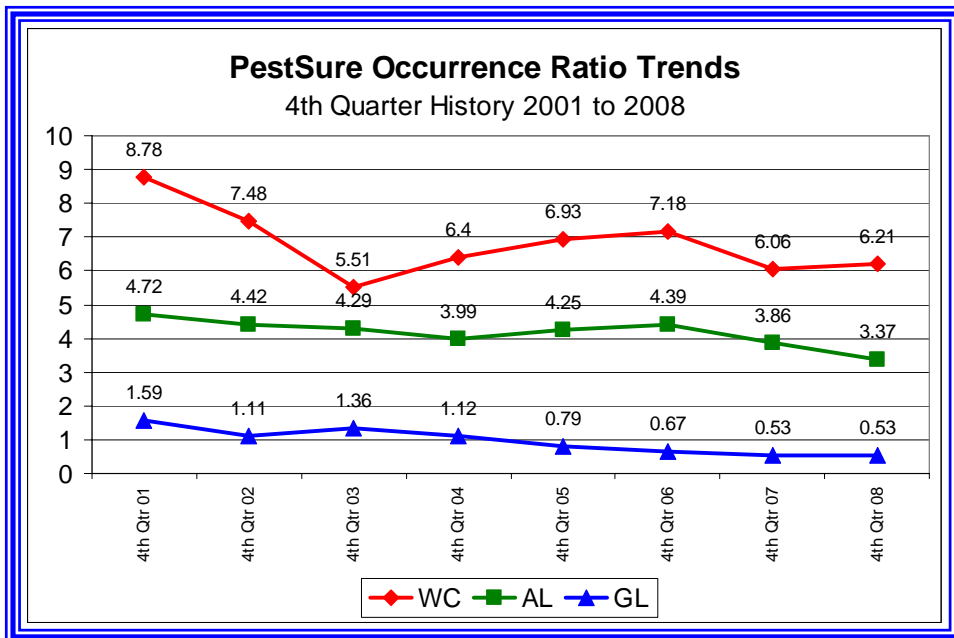
PestSure insured **Bug Busters** president and CEO, Neil Parker, is currently on a 3,000 mile bike trip. He plans to ride from San Diego to St Augustine, FL by May 10. Neil is riding for the Leukemia & Lymphoma Society. You can make a donation by visiting Neil's fundraising page at: <http://pages.lightthenight.org/ga/Atlanta09/nparker>. If you want to send Neil a note of encouragement, you can e-mail him at neil@bugbustersusa.com. Way to go Neil!

The PestSure insureds who reported zero accidents in all three lines of coverage in 2008 were:

All Hoffer's Pest Protection	30 employees
All Safe Pest and Termite	25 employees
Dead Bug Edwards	8 employees
Griffin Pest Control	67 employees
Springer Services	40 employees
Sterling Graham	8 employees
Steve's Pest Control	16 employees
Termimesh	16 employees



Trending Down . . . a good thing!



This line graph charts our occurrence ratio for all insureds combined for all three lines starting in 2001 and charting it through 2008. The purpose of this graph is to illustrate the downward trend in our frequency of accidents over a significant period of time and validate that we are seeing a reduction in all lines of coverage.

The frequency rate shown here is the number of accidents per 100 full time employees or 100 vehicles. This is the average for all insureds combined, as of the end of each year.

Over 6 accidents per 100 full time employees are still too many.

63rd Texas A&M University Urban Pest Management Conference

Linda Midyett of PestSure was invited to speak again this year at the 63rd Texas A&M University Urban Pest Management Conference and Workshop held January 14 – 16 in College Station, TX. Presenting two individual topics in two separate lectures, Midyett spoke on the safety hazards that are specific to our industry related to both driving and our daily work tasks.

400 registered pest management professionals braved the weak economy and showed up at the 63rd annual urban pest management conference and workshop at the College Station Brazos Center. While many of our current PestSure insureds attend this conference, this speaking engagement also gives PestSure exposure to the pest management companies who have yet to discover our unique insurance program.

Any news to share?

Contact Linda Midyett at Linda_midyett@ajg.com to submit your items.

PCT Technician of the Year Finalists

Our PestSure insured companies were well represented in the year's "Technician of the Year" finalists.

- Guillermo Astudillo – Massey Services – Residential
- Anthony Davis – PermaTreat – Residential
- David Mullis – Arrow Exterminators – Residential
- William Stafford – Massey Services – Residential
- Dianne White – Cook's – Residential
- David Miller – Presto-X – Commercial
- Scott Thompson – Holder's – Commercial
- Gerald Thomas – Arrow Exterminators – Termite
- John Toops – Massey Services – Termite

Congratulations to the Winner

Gilbert Balart Jr. – Arrow Exterminators – Commercial

New Project in the Works for the Autumn Loss Prevention Meeting

Massey Services has accepted the challenge to develop a new hire training checklist to feature safety related training that occurs during the on-the-job training (OJT) time with a new service professional.

Our OJT in pest management is mandated for technical competency. We miss the opportunity to use this valuable time to also teach safe work practices. The new hire training checklist will attempt to structure safety content, measure performance, and ensure understanding of specific safe work practices.

Kim Oakley with Massey Services has volunteered to take on this project. The goal is to develop a new hire training checklist tool that she will test, present, and provide to the attendees at the 2009 Autumn Loss Prevention Meetings.

An Insurance Association Owned by and Managed Exclusively for Pest Management Professionals



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