

SERVICE LEVEL AGREEMENT (SLA) Pest Control Services

Hotel Name: NHL-Kigali Marriott hotel and Four Points by Sheraton Kigali

Service Provider: _____

Contract Period: _____

Effective Date: _____

1. PURPOSE

This Service Level Agreement (SLA) defines the performance standards, scope of work, response times, reporting requirements, and key performance indicators for pest control services provided to a Five-Star Hotel. The objective is to maintain a safe, hygienic, pest-free environment that protects guests, associates, food safety, and the hotel's reputation.

2. SCOPE OF SERVICES

The Contractor shall provide comprehensive pest management services covering:

- Guest Rooms and Suites
 - Restaurants and Bars
 - Kitchens and Food Preparation Areas
 - Banquet and Conference Facilities
 - Executive Lounges
 - Public Areas and Lobbies
 - Offices and Back-of-House Areas
 - Staff Cafeteria and Locker Rooms
 - Waste Disposal Areas
 - Storage Rooms and Warehouses
 - Landscaped Areas and Gardens
 - Mechanical and Utility Rooms
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3. TARGET PESTS

The Contractor shall monitor, control, and eliminate:

- Rodents

- Cockroaches
- Ants
- Flies
- Mosquitoes
- Bed Bugs
- Termites
- Silverfish
- Stored Product Insects
- Stink Bugs
- Other Crawling and Flying Insects

4. SERVICE FREQUENCY

Service Activity	Frequency
Routine Inspection	Weekly
General Preventive Treatment	Monthly
Kitchen Inspection	Weekly
Rodent Monitoring	Weekly
Bed Bug Inspection	Monthly
Outdoor Pest Treatment	Monthly
Emergency Call-Out Service	As Required
Trend Analysis and Reporting	Monthly

5. RESPONSE TIMES

Priority Level	Description	Response Time
Critical	Pest infestation in guest room, restaurant, kitchen, or food area	Within 2 Hours
High	Pest sighting in public areas	Within 4 Hours

Medium	Repeated pest activity in non-guest areas	Within 8 Hours
Low	Preventive treatment requests	Within 24 Hours

6. PERFORMANCE STANDARDS

The Contractor shall maintain the following standards:

Guest Areas

- Zero visible rodents.
- Zero bed bug incidents.
- Zero cockroach sightings.
- No active infestations.

Food and Beverage Areas

- Zero tolerance for pests.
- Full compliance with food safety standards.
- No pest contamination incidents.

Public Areas

- No visible pest activity during operating hours.
- Immediate corrective action when pests are observed.

7. KEY PERFORMANCE INDICATORS (KPIs)

KPI	Target
Emergency Response Compliance	100%
Scheduled Visits Completed	100%
Monthly Reporting Submission	100%
Corrective Actions Closed on Time	100%
Guest Complaints Related to Pests	Less than 2 per Month
Food Safety Pest Incidents	Zero

Bed Bug Incidents	Zero
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8. CONTRACTOR RESPONSIBILITIES

The Contractor shall:

1. Provide qualified and licensed technicians.
 2. Use approved chemicals and pesticides.
 3. Follow all local health and environmental regulations.
 4. Maintain treatment records.
 5. Provide Safety Data Sheets (SDS) for all chemicals.
 6. Notify management of any high-risk pest activity.
 7. Implement Integrated Pest Management (IPM) practices.
 8. Recommend corrective and preventive actions.
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9. HOTEL RESPONSIBILITIES

The Hotel shall:

1. Provide access to all required areas.
 2. Report pest sightings immediately.
 3. Implement recommended corrective actions.
 4. Facilitate contractor access during scheduled visits.
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10. REPORTING REQUIREMENTS

The Contractor shall submit a monthly report including:

- Service activities completed
- Areas inspected
- Pests identified
- Treatment performed
- Trend analysis
- Chemical usage

- Outstanding risks
- Corrective action recommendations
- Follow-up actions required

Reports shall be submitted no later than the 5th day of the following month.

11. ESCALATION PROCEDURE

Level	Contact	Action
Level 1	Pest Control Technician	Immediate Response
Level 2	Pest Control Supervisor	Within 4 Hours
Level 3	Hotel Engineering Manager	Within 8 Hours
Level 4	Hotel General Manager	Major Infestation Review

12. NON-COMPLIANCE

Failure to meet the agreed service levels shall result in:

- Corrective Action Request (CAR)
- Root Cause Analysis
- Service Improvement Plan
- Performance Review Meeting
- Potential Contractual Penalties

13. HEALTH, SAFETY AND ENVIRONMENT

The Contractor shall:

- Comply with all applicable health and safety legislation.
 - Ensure safe chemical application.
 - Prevent contamination of food products.
 - Use environmentally responsible pest control techniques.
 - Maintain records of chemical usage and disposal.
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14. SLA REVIEW

This SLA shall be reviewed:

- Monthly during operational review meetings.
- Annually as part of contract renewal and performance evaluation.

APPROVAL

HOTEL REPRESENTATIVE

Name: _____

Title: _____

Signature: _____

Date: _____

SERVICE PROVIDER REPRESENTATIVE

Name: _____

Title: _____

Signature: _____

Date: _____