



COMMERCIAL SERVICES



**WHAT'S YOUR  
BED BUG  
BUSINESS PLAN?**  
PRESENTED BY ORKIN

## Bed Bugs and Litigation: How to Manage Litigation

The best defense to litigation is litigation avoidance.

- Prepare a comprehensive bed bug identification and control program.
- Work with the pest control company to develop the optimum plan for your environment.

How to Avoid Litigation:

- Be proactive
- Know your local law
- Consider mandatory mediation in contracts

Factors that Sway Litigation:

- Knowledge
- Notice
- Emotional Trauma

Industry Considerations:

### Multifamily Housing and Commercial Real Estate Properties

- Delineate clear reporting requirements of bed bug infestation in units to prepare a response procedure
- Contact the pest control company at first suggestion of a sighting

### Hospitality

- Training of staff, including housekeeping
  - Modified handling methods for each unique setting
  - Additional in-house training, supervisory certification
- Ongoing monitoring
  - Documentary reporting to management
  - Cross training on identification of bed bugs and bed bug evidence
- Maintenance personnel training
  - Cross training on identification
  - Training on responding to customers' complaints or inquiries
- Management
  - Training for face-to-face confrontation with guests (what to do and what to say)
  - Negotiations under a casual offer and compromise settlement
  - Checklist of requirements for training of housekeeping, maintenance, etc.

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