



maxwell robinson & phelps

environmentally aware pest management



**A WA PEST CONTROL
COMPANY THAT RESPECTS
THE ENVIRONMENT**

WHAT WE DO

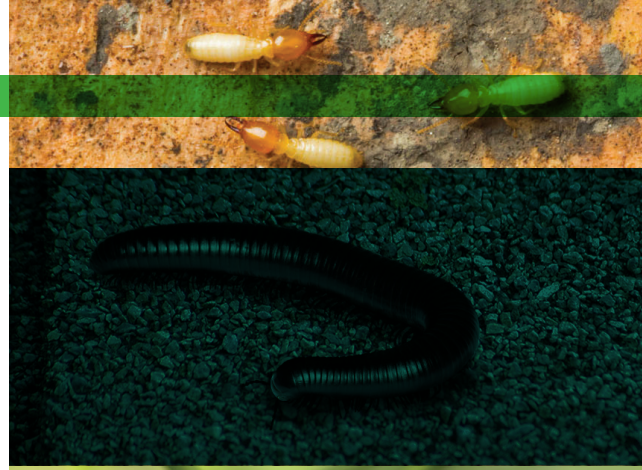
Not all pest control companies are created equal.

Removing pests from both residential and commercial properties is essential to a healthy and hygienic environment. Pests can damage our most valuable assets and compromise the integrity of commercial operations.

Being environmentally conscious doesn't mean compromising on our quality of work either.

Maxwell Robinson & Phelps use carefully selected products to implement a transfer effect where pests will return to their colony and spread the treatment throughout, resulting in the best possible elimination of pests from inside and outside the property.

Maxwell Robinson & Phelps are WA's most cost-effective pest control solution long term and consistently deliver outstanding results.



WHO WE ARE

In 2006 the company was purchased by Ray and Michelle Franklin who have continued to ensure that Maxwell Robinson & Phelps are the leading pest control company in Western Australia.

Staff training is continually provided in order to stay up to date and to retain our leading edge in the pest control industry.

We are always looking for ways to improve; from the technical side and from our customer service.

We rely heavily on your open and honest feedback of our services so we can continue to outperform within the industry.

WHAT OUR CUSTOMER SAY



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Maxwell Robinson & Phelps have been the pest control company for our residential care facilities for almost eighteen years. In that time, we have always been satisfied with the quality and promptness of their service. The office has always been well run. Staff police clearances and the required insurances are provided promptly.

We always receive a telephone call to check if the time a due visit is arranged is suitable. Accurate records of previous services and when the next are due have always been kept. Finally, the technicians sent by the company are always well trained and careful with the chemicals. We will be happily remaining with this service provider and are happy to recommend their services.

Beryl Kirkman

Director of Nursing, Elderbloom Community Care



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Regents Garden Group chose MRP for their prompt service and the confidence in knowing that we will receive a very good job done. Because we are an aged care facility we believe that environmentally friendly products are very important to use for the health and safety of our residents and staff. We are very pleased with MRP service and will rate them 10/10 for service and would be more than happy to recommend them to family and friends. Whenever we have a MRP technician arrive at our premises they are always on time and with a friendly and professional manner and always keep us informed of the works that need to be done and the products to be used.

Paul McFerson

Maintenance Manager, Regents Garden Group



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A huge thanks to all of the technicians and administration staff at MRP for the fantastic work they have done this year. I don't usually call all of my contractors personally but the best of the best service people on my list I make sure I call and pass on my personal thanks for your professionalism.

Robyn

Licensee, Genesis Property Management

OUR APPROACH

Maxwell Robinson & Phelps have been in the WA community since 1949 and are continually changing and adapting to advancements in technology and the needs of our clients.



REDUCING OUR CHEMICALS

We used to rely heavily on chemicals and a lot of other pest control companies still do.

Instead of going through large volumes of chemicals in a spray and pray approach where we would evacuate tenants for a few hours, hoping to reach to the source of the problem, we now use a targeted approach with advanced products and methods for each individual pest we are targeting.

Maxwell Robinson & Phelps are always finding ways to reduce our dependency on chemicals whilst still improving efficiencies in pest control.

In cases such as ant control, we now use 90% less chemical than we used to and achieve a more thorough and long lasting result.

THE TRANSFER EFFECT

Instead of instant kills and creating a heavy repelling barriers, we encourage them to pass through our chemical barriers, infecting the pest and any others that come into contact.

Whilst this doesn't produce the immediate wow factor with a visible trail of dead pests, it takes time to kill, allowing the infection to spread deep throughout the colony and achieves a total (or near total) eradication of the local pest population.

PROTECTING PEOPLE AND PETS

Through our careful selection of products and advanced methods of baiting, our pest control solutions are the safest on the market.

Our commitment carries over to avoiding secondary poisoning to other animals such as birds or cats that may come into contact with treated rodents or other pests.

Whilst we use products that have been tried and tested for over a decade, we also invest in new innovative products such as Altriset which is a termiticide that is not classed as a poison and reported to have no effect on mammals (humans, pets, cattle, etc.) or bees and is safe to flora.

TRANSPARENCY & RELIABILITY

Maxwell Robinson & Phelps continue to lead the pest control industry in transparency in what we do and assure that all work is being carried out to the best of our ability.



REPORTING

Reporting helps Maxwell Robinson & Phelps maintain a high level of quality control as well as providing full transparency to our clients.

When bait boxes are being inspected, they have to be opened in order to scan the barcode, meaning that checklists cannot just be ticked off. The work must be completed to generate the client report.



CLIENT PORTAL

All of our information is a few clicks away via our client portal provided at no extra charge to you.

This information includes:

- ✓ Material Safety Data (MSD) Sheets
- ✓ Insurances
- ✓ Technician Licences
- ✓ Police Clearances



INTEGRATED PEST MANAGEMENT

There are times where reactive pest control simply isn't enough. This is where we work with you to achieve the desired result.

Maxwell Robinson & Phelps can identify procedures and areas around your facilities that could be attracting pests and luring them away from baits and traps. This is called Integrated Pest Management (IPM).

We continually inspect, reinspect and report on:

- ✓ Cracks and crevices that can provide harbourage for pests.
- ✓ Missing or improperly-installed door sweeps, broken or unscreened windows, and other potential entry points.
- ✓ Areas in need of sanitation attention.
- ✓ Spilled or improperly-stored food items.
- ✓ Overflowing or damaged skip bins.
- ✓ Leaks and other moisture problems.

Our people are what makes Maxwell Robinson & Phelps the industry leader that it is today. We all strive to do what we do well and keep all of our clients wanting to do business with us again.

RAY FRANKLIN

Director

Ray's background in agricultural management, combined with experience as a hands-on business operator in the tourism industry, make him well-equipped to head up Maxwell Robinson & Phelps.

MICHELLE FRANKLIN

CFO

Co-owner of Maxwell Robinson & Phelps, Michelle brings a wealth of finance and bookkeeping experience. Having owned and operated various businesses, along with her extensive experience gained through the banking industry and is vital to keeping the company running smoothly on a daily basis.

CRAIG GIFFORD

Operations Manager

Craig joined Maxwell Robinson & Phelps in 2014 and brings with him a wealth of pest management and fumigation experience. He has vast experience in both onshore and offshore bio-security management. As an owner/manager of pest management companies for over 25 years, he is aware of what is required to provide first-class service and is committed to leading the MRP team to become #1 in WA.

KEVIN CARTER

Business Development Manager

Kevin boasts a wealth of experience with over 25 years of leading and managing sales teams across Australia. Kevin has a strong customer focus and extensive knowledge of pest control which enables him to guide clients through their decision making process that matches their needs and wants.

CHRISTIAN GREHAN

Training Officer and Senior Supervisor

Christian has extensive experience in both pest control and quarantine. He leads the training of Maxwell Robinson & Phelps technicians to ensure that they adequately trained in the latest standards of procedure as well as providing a high level of quality control over all types of pest control works small and large.

HELEN LUTHWOOD

Office Manager

Helen's extensive corporate background has given her a wealth of experience in human resources, office management, and occupational health and safety. One of Helen's key roles with MRP is connecting the technicians with the account management and scheduling aspects of the business, creating a smooth and efficient workflow for our clients.

TECHNICIANS

Maxwell Robinson & Phelps Service Technicians, Service Managers, Supervisors, Account Managers and Support Staff are some of the most experienced you'll find in the pest control business. We're used to developing close working relationships with our customers to help them overcome challenges they face and achieve their business goals.

ACCOUNT MANAGEMENT AND SCHEDULERS

Having some of the best pest control technicians in Perth is great, but it's our schedulers and account managers that ensure a smooth and efficient operation making sure that our technicians are able to operate with maximum efficiency

Because MRP take extensive measures to reduce chemicals and provide a more environmentally friendly and safety conscious approach; we have become the company to trust.



PROTECTING YOUR CUSTOMERS

We understand that patients and clients are your priority.

Pests possess a serious threat of cross-contamination in any environment and the risk is further heightened in sensitive environments such as hospitals and aged care facilities where immune systems may be compromised and health issues are more prevalent.

This is where Maxwell Robinson & Phelps' industry leading approach gives hospitals and aged care facilities the advantage to take back control from pests with no compromise to the safety or wellbeing of their patients, residents and staff.

MINIMAL CHEMICALS BETTER RESULTS

Using the minimal amount of chemicals that are also strategically placed is vital in food preparation areas where pests such as ants, cockroaches and rodents are usually attracted to.

Due to complexities in hospitals and aged care centres such as breathing problems, it's important to know that the days of spray and pray are long behind us. Maxwell Robinson & Phelps employ a sniper's approach to pest control. Clinical, accurate, and no collateral damage.

There is a reason why more hospitals and aged care facilities now rely on Maxwell Robinson & Phelps to protect those who rely on them.

OUR COMMITMENT TO YOU

Maxwell Robinson & Phelps have three main principals that carry the company from the Director to the technicians and schedulers.

- ✓ **Do the best we can**
- ✓ **Do the right thing**
- ✓ **Show other people we care**

These three values have propelled us into WA's leading pest control company. When you do your best, want to do the right thing and show others that you care, the rest falls into place.

Even with the best equipment, training, and processes; it is these values that make Maxwell Robinson & Phelps what it is today.





**WE LOOK
FORWARD TO
WORKING
WITH YOU**

MAXWELL ROBINSON & PHELPS

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CALL (08) 9445 2044

