

## Field Biologist Site Inspection for Family Mart

FamilyMart Mayang Mall / 21 Jul 2025

Complete

Document No.	000148
Audit Title	Post-Opening Site Inspection
Site Name	FamilyMart Mayang Mall
Location	Lower Ground Mayang Mall, 20000 Kuala Terengganu, Terengganu, Malaysia (5.3370937, 103.14438159999999)
Contractor Present	Yes
Name	Adam IDZire
Project PIC Present	Yes
Name	Sim Hant Shen
Inspected by	Naim Yusuf
Inspection Date	21.07.2025
Prepared by	Naim Yusuf

## Disclaimer

The assessors believe the information contained within this inspection report to be correct at the time of printing. The assessors do not accept responsibility for any consequences arising from the use of the information herein. The report is based on matters which were observed or came to the attention of the assessors during the day of the inspection and should not be relied upon as an exhaustive record of all possible risks or hazards that may exist or potential improvements that can be made.

## Introduction

Our inspections are based on Integrated Pest Management (IPM) principles. Where pests are concerned we believe prevention is better than cure.

IPM achieves best results when we are able to work in partnership with our clients in order to minimise conditions that are, or could be conducive to pest activity.

Conditions observed during the inspection and consequent remedial actions needed are categorised as follows:

- Environmental/habitat management externally to minimize potential pest harborage and/or any other attraction for pests (eg food source).
- Proofing of buildings to reduce the risk of pest ingress
- Stacking of stored items to minimize the potential for pest harborage and to allow access for inspection and cleaning
- Housekeeping to minimize potential sources of food and harborage for pests.

Recommendations are allocated Red – Yellow – Green status as follows:

### Red

High priority is the urgency to implement recommendation given. Negligence of recommendation may contribute to pest outbreak or re-occurrence of pest infestation.

### Yellow

Medium priority is the action to be considered. Conditions attractive to pests. The action required to be accomplished.

### Green

Low priority is the preventive action to be taken. If neglected, conditions may become attractive to pests.

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## Instructions for Inspection Report

☐ FB to check all area in the premise for potential entry points and potential harbourage areas in the premise.

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☐ For pre-opening and post-opening inspection, please send the report as soon as possible for customer to align with contractor at site. Please communicate with PIC for any arrangement.

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☐ To ensure findings on pre-inspection to be remained on post-inspection with remark with current proofing condition (whether it's done or not up to satisfaction).

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☐ Please send all pest related reports to fm-pestgroup@ql.com.my and CC to NKAM and servicing branch personnel.

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## Inspection Checklist for External Area

To identify any potential entry points and harbourage area from external perimeter.

Trucking / Ducting / Piping from External

- Air-cond compressor conduits hole
- Electrical Panel/DB box gaps
- Drain pipes gaps

### Observation

#### Remarks: Potential Pests

#### Findings

#### Recommendation

Landscaping

- Plant bed area potential burrows
- Vegetation around perimeter

### Observation

#### Remarks: Potential Pests

#### Findings

#### Recommendation

Structural frame

- Window frame
- Door frame
- Grill
- Louver

### Observation

#### Remarks: Potential Pests

#### Findings

#### Recommendation

## Inspection Checklist for Entrance

To identify any potential entry points and harbourage area at front door and its perimeter.

Front door  
- Double glass door (all sides)  
- Sliding door gaps

### Observation

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### Remarks: Potential Pests

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### Findings

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### Recommendation

Shutter door  
- Shutter door frame  
- Shutter roller casing at ceiling level

### Observation

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### Remarks: Potential Pests

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### Findings

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### Recommendation

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Inspection Checklist for Front Ceiling

To identify any potential entry points and harbourage area from overhead trunking connected to external perimeter.

- Trunking/ducting/piping building-shared
- Trunking/ducting connection into the premise
  - From external

Observation

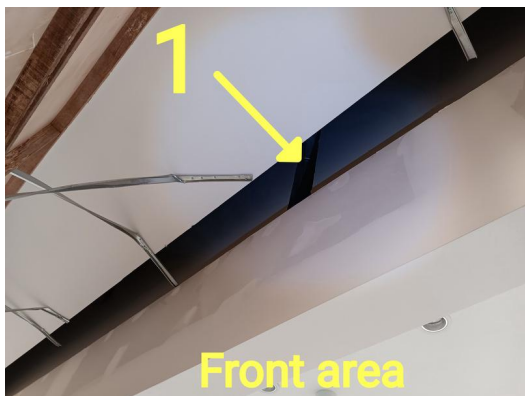


Photo 1

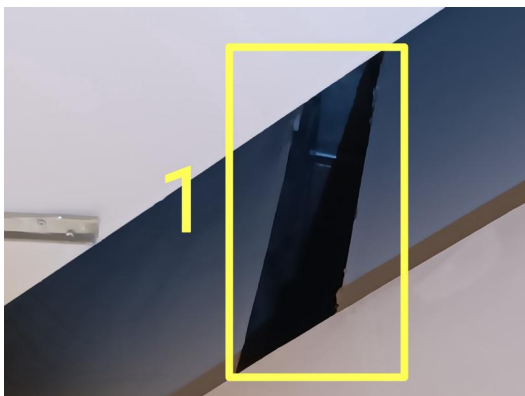


Photo 2



Photo 3



Photo 4

Remarks: Potential Pests

Rats

Termites

Findings

Gaps found above ceiling at front area connecting to internal ceiling.

Recommendation

Please close the gaps securely.

Finding during post inspection on 21st July 2025:

- 1. Completed ☒
- 2. Completed ☒

New finding 15, 16, 17, 18: Project manager clarify that area above front ceiling unable to be closed due to accessibility issue

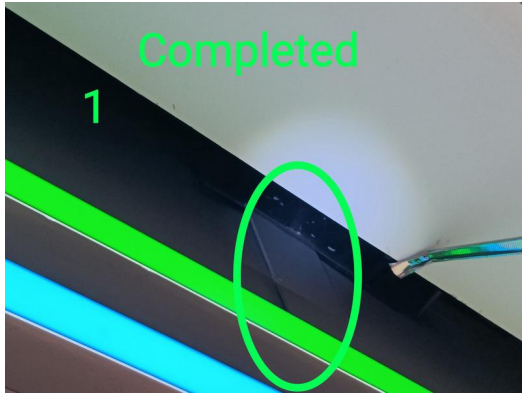


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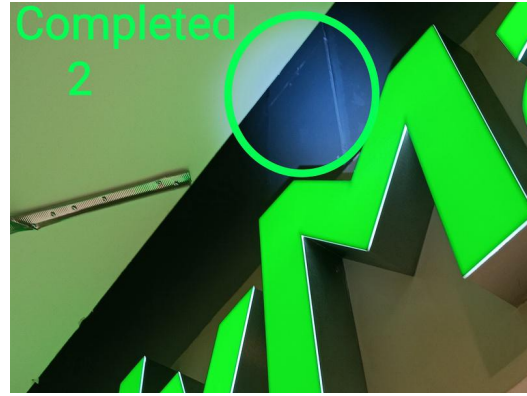


Photo 6



Photo 7

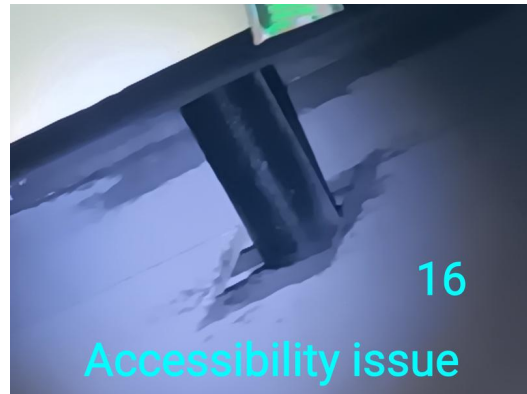


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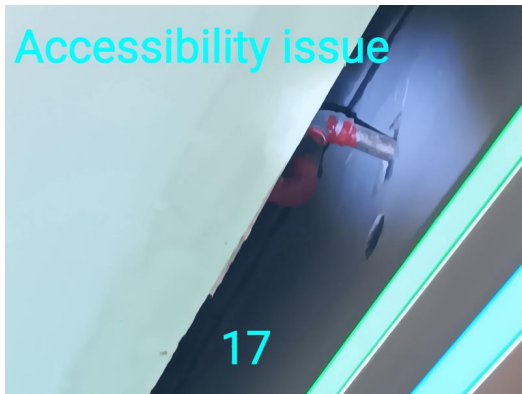


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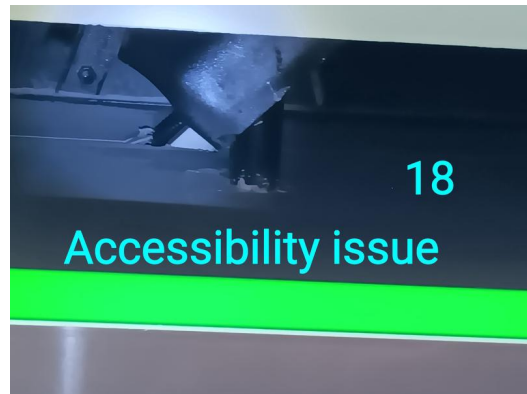


Photo 10

Structural beam  
- Mounting poles for TV/hanging board

### Observation

Remarks: Potential Pests

### Findings

### Recommendation



## Inspection Checklist for Counter

To identify any potential entry points and harbourage area at counter area and its surrounding area.

### Counter cabinet

- Base gaps
- Wiring holes
- Wall-cabinet gaps
- Coffee machine drain/piping holes
- Chest freezer
- Ice machine
- Plug points

### Observation



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15

Remarks: Potential Pests

Ants	Cockroach	Termites
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Findings

Some gaps found around the conduit. Existing proofing need to be improved.

Recommendation

Fix the proofings and seal the gaps completely.

Finding during post inspection on 21st July 2025:

- 3. Completed ☒
- 4. Completed ☒
- 5. Completed ☒



Photo 16



Photo 17



Photo 18

Sink

- Piping gaps
- Floor trap
- Grease trap
- Crevices along sink structures

Observation



Photo 19



Photo 20



Photo 21



Photo 22

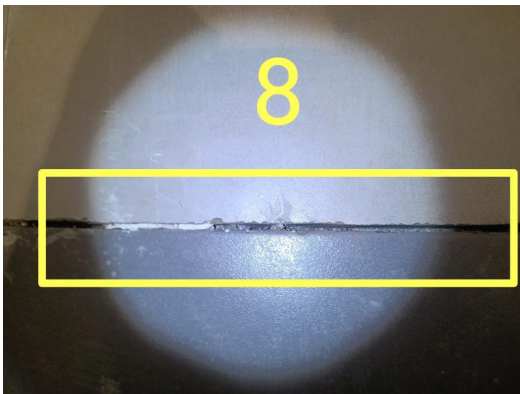


Photo 23

### Remarks: Potential Pests

Rats	Cockroach	Ants
		Termites

### Findings

Pipe installation works not done yet and leaving exposed openings at the pipes.

Crevices observed on the floor tiles.

### Recommendation

Please do not left any gap after pipe installation done.

Please seal the crevices.

Finding during post inspection on 21st July 2025:

6. Completed ☒

7. Completed ☒

8. Completed ☒



Photo 24



Photo 25



Photo 26



Inspection Checklist for Sales Floor

To identify any potential entry points and harbourage area at sales floor, seating/dining area, waste bins, chillers, etc.

- Seating area
- Waste bin
  - Wall panels, floor panels gap

Observation

Remarks: Potential Pests

Findings

Recommendation

- Chillers; Reach-in-chiller/ Open-case-chiller
- Compressor conduits
  - Drain trap/piping

Observation



Photo 27

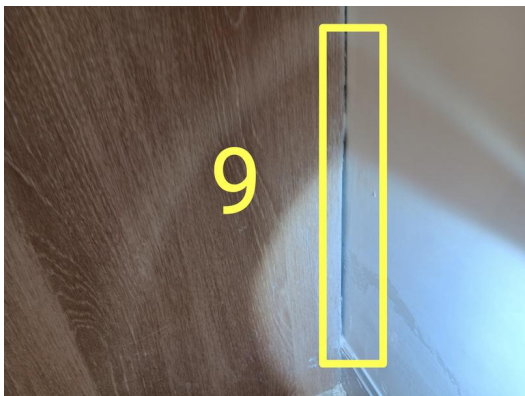


Photo 28



Photo 29

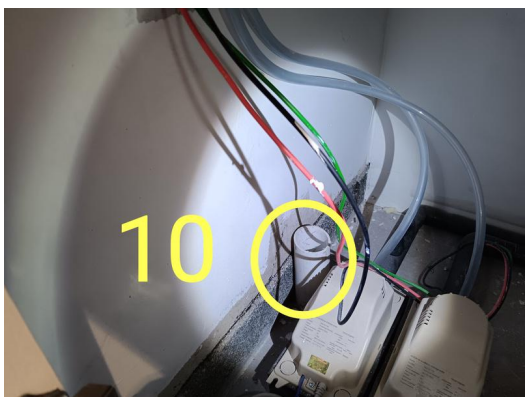


Photo 30

Remarks: Potential Pests

Rats

Cockroach

Ants

## Findings

Gaps observe along the wall lining near chiller.

Unseal pipe found near the pump machine.

## Recommendation

Please seal the gaps.

Close the pipe with cap if not use.

Finding during post inspection on 21st July 2025:

9. Completed ☒

10. Completed ☒

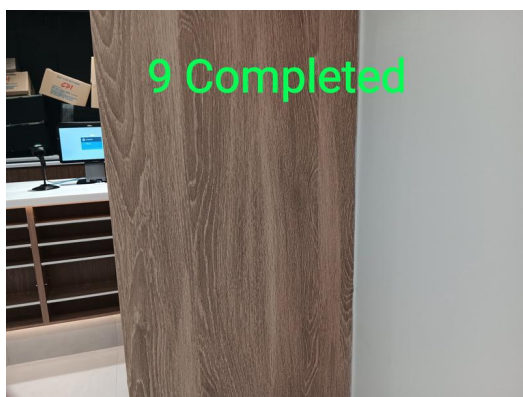


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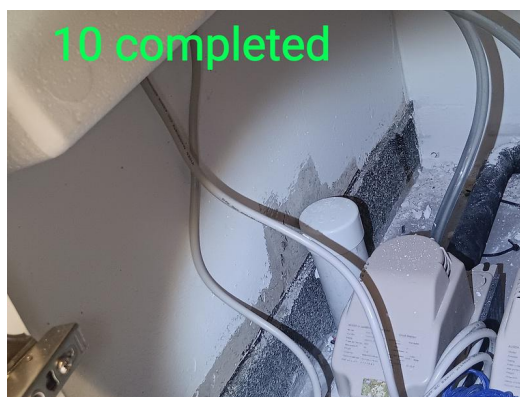


Photo 32

Inspection Checklist for Sales Floor Ceiling

To identify any potential entry points and harbourage area from overhead trunking connecting between internal areas/external.

Trunking/ducting/piping building-shared  
- Trunking/ducting connection between areas inside premise

Observation



Photo 33



Photo 34



Photo 35



Photo 36

Remarks: Potential Pests

Rats	Cockroach	Ants
	Flying Insects	Termites

Findings

19 & 20, New finding 21st July 2025:

Ventilation grill at the ceiling was observed without net screening, allowing easy pest entry into the floor area.

Recommendation





Inspection Checklist for Back Room

To identify any potential entry points and harbourage area at storage area, manager area, back entrance.

- Manager Area
- Wiring holes/trunking/ducting
  - Server rack
  - Plug points

Observation



Photo 37



Photo 38

Remarks: Potential Pests

Rats	Cockroach	Ants
	Flying Insects	Termites

Findings

21, New finding 21st July 2025:

Ventilation grill at the ceiling was observed without net screening, allowing easy pest entry into the floor area.

Recommendation

Install screening net.

- Mop Sink/cleaning equipment storage
- Piping gaps
  - Floor trap
  - Wall tiles gaps

Observation



Photo 39



Photo 40

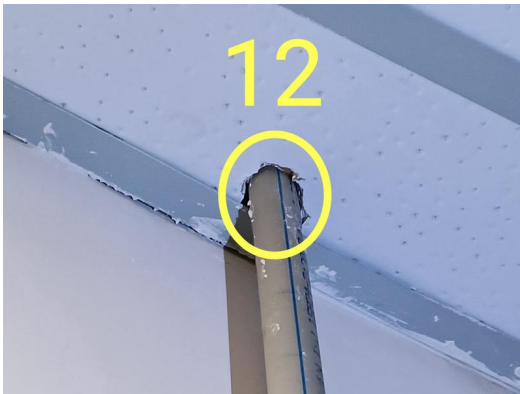


Photo 41

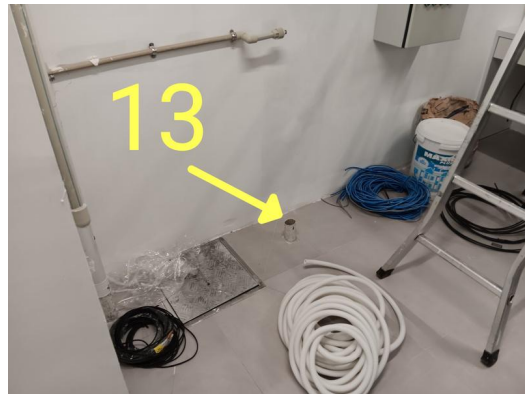


Photo 42

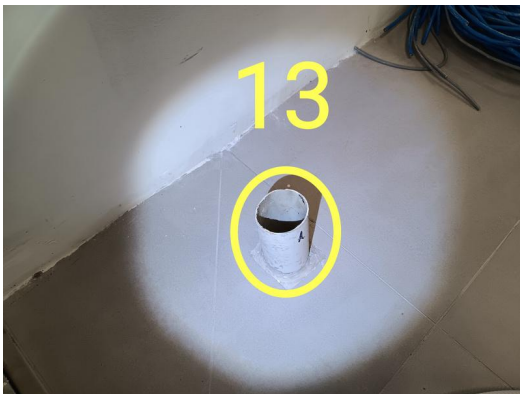


Photo 43

### Remarks: Potential Pests

Rats	Cockroach	Ants
		Termites

### Findings

Gaps observed around the ceiling pipes.

Unused pipe with opening found on the floor.

### Recommendation

Please seal the gaps and pipe completely.



Photo 44



Photo 45

Back Door  
- Frame/door base gap

### Observation

Remarks: Potential Pests

### Findings

### Recommendation

Chiller  
- Drain trap/piping  
- Compressor conduits

### Observation

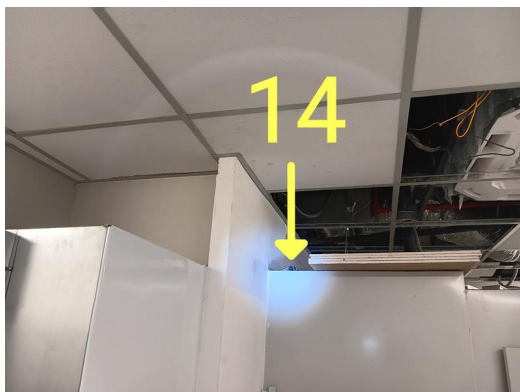


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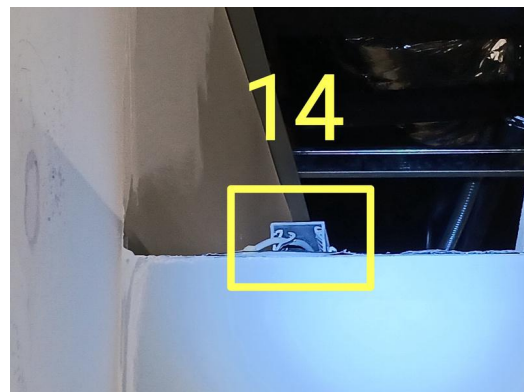


Photo 47

Remarks: Potential Pests

Cockroach

Ants

Termites

### Findings

Conduit not closed completely with its casing.

Finding during post inspection on 21st July 2025:

14. No further action needed due to nature of conduit design.

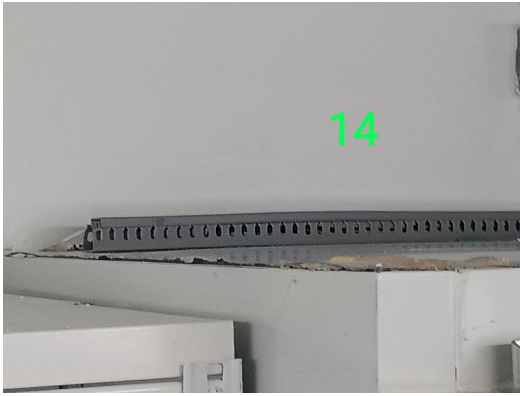


Photo 48

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### **Recommendation**

Please close the conduit with casing and left no gaps.

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**Inspection Checklist for Back Room Ceiling**

To identify any potential entry points and harbourage area from overhead trunking connected to external perimeter.

Trunking/ducting/piping  
- Trunking/ducting connection into the back room.

**Observation**

**Remarks: Potential Pests**

**Findings**

**Recommendation**

Ducting/trunking  
- DB box/panel  
- AC conduits

**Observation**

**Remarks: Potential Pests**

**Findings**

**Recommendation**

**Inspection Checklist for Toilet**

To identify any potential entry points and harbourage area for outlet with in-house toilet.

Pipe gap

**Observation**

**Remarks: Potential Pests**

**Findings**

NA

**Recommendation**

NA

Drain trap

**Observation**

**Remarks: Potential Pests**

**Findings**

NA

**Recommendation**

NA

Exhaust fan

**Observation**

**Remarks: Potential Pests**

**Findings**

NA

**Recommendation**

NA

**Inspection Checklist for Monitoring Units**

To verify and recommend location for monitoring trap(s) at site.

**Insect Light Traps**

Pre-Opening Inspection

**Location Suggestion**

As per picture below

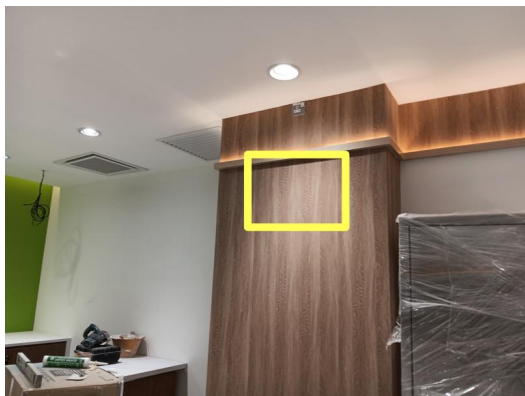


Photo 49

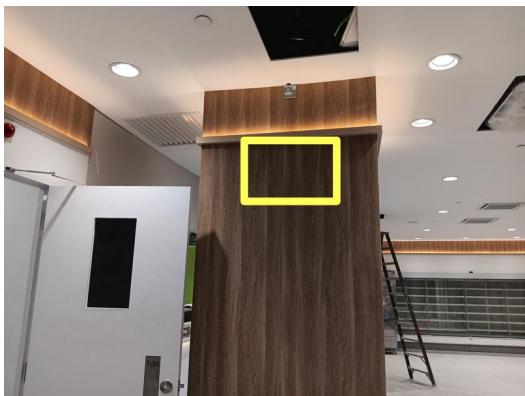


Photo 50

**Recommendation / Observation**

Rodent Glue Traps

**Placement Suggestion**

**Recommendation / Observation**

## Summary

### Summary

### Overall Remarks

There are some gaps and pipe openings that need to be close. Please follow all recommendations given to minimize pest risk issue in the future.

Above are the recommendations provided to your site based on our inspection at the current moment. Please act on the recommendations for better control of pest activity in the premise. Together with our planned pest control programme, we believe the level of pest infestation will be reduced further.

Thank you for selecting Rentokil Initial as your Pest Control service provider.

Do contact us if there's a need for further clarification.

### Inspector's Signature



Naim Yusuf  
21.07.2025 12:32 +08



## Media summary



Photo 1

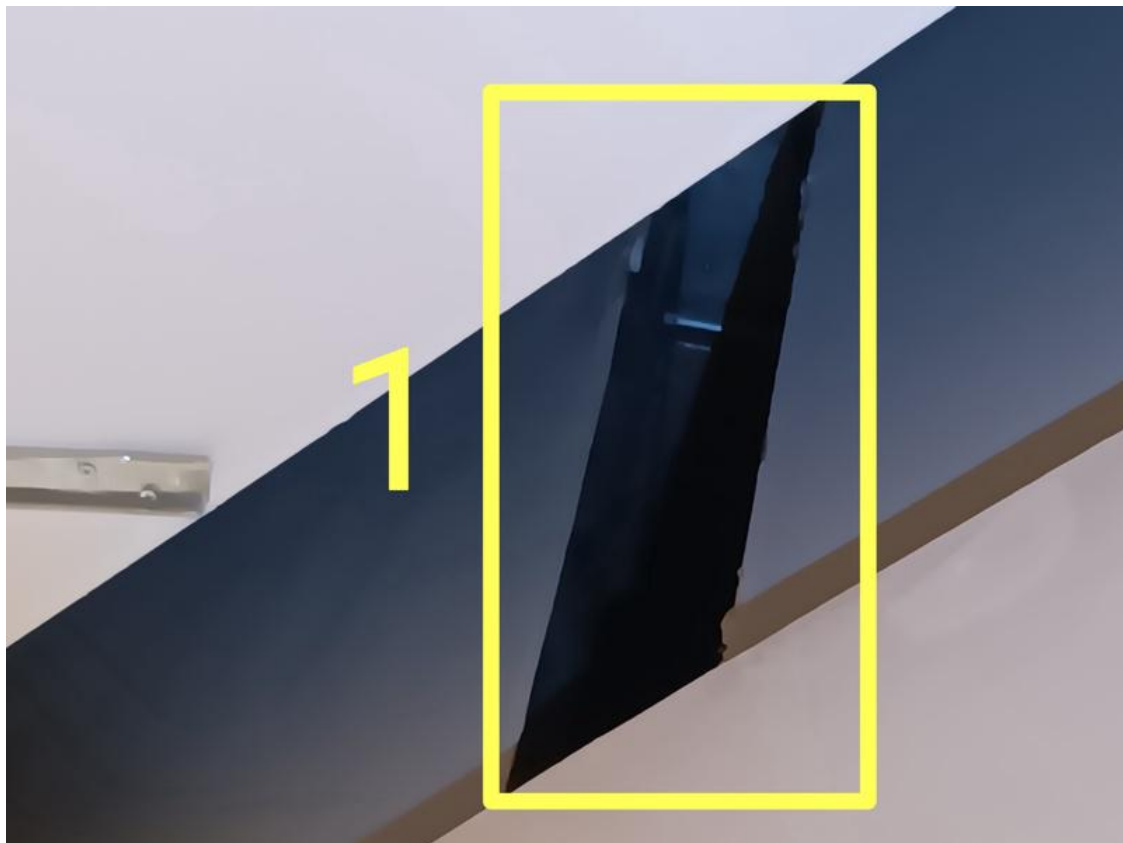


Photo 2



Photo 3



Photo 4

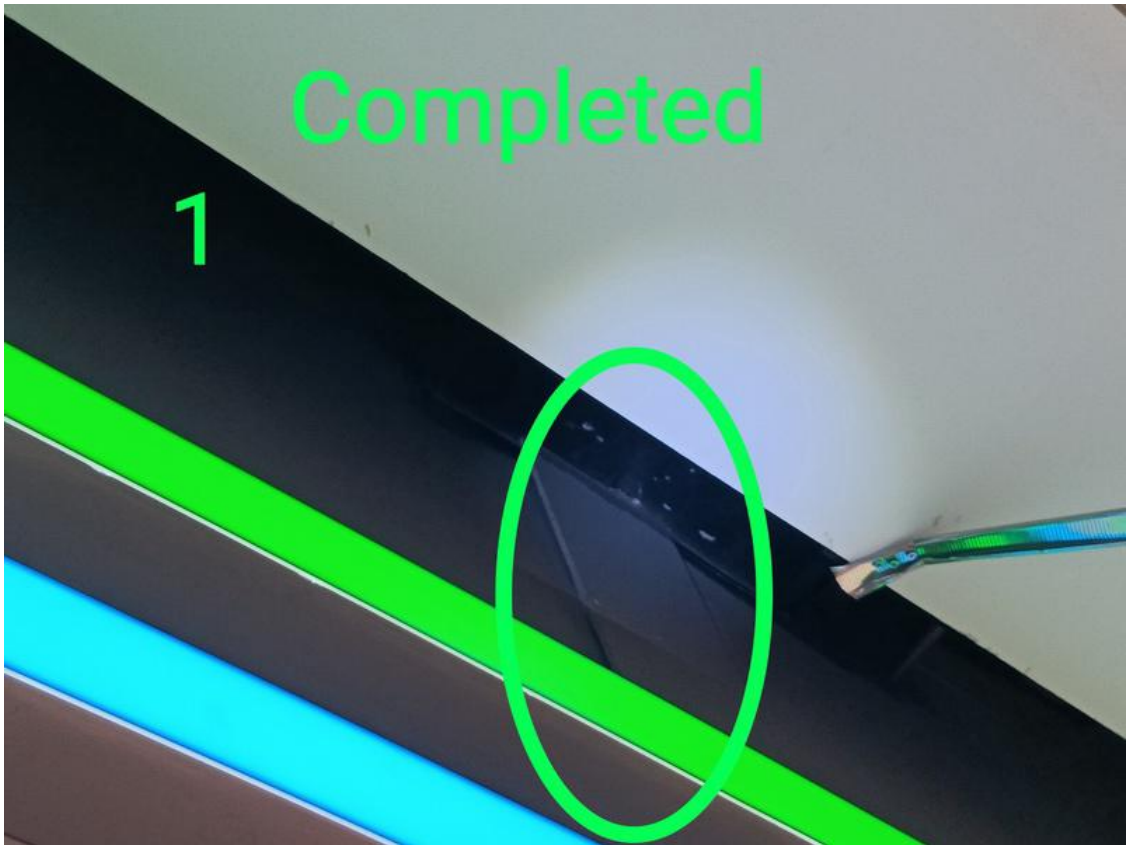


Photo 5



Photo 6



Photo 7



Photo 8





Photo 9

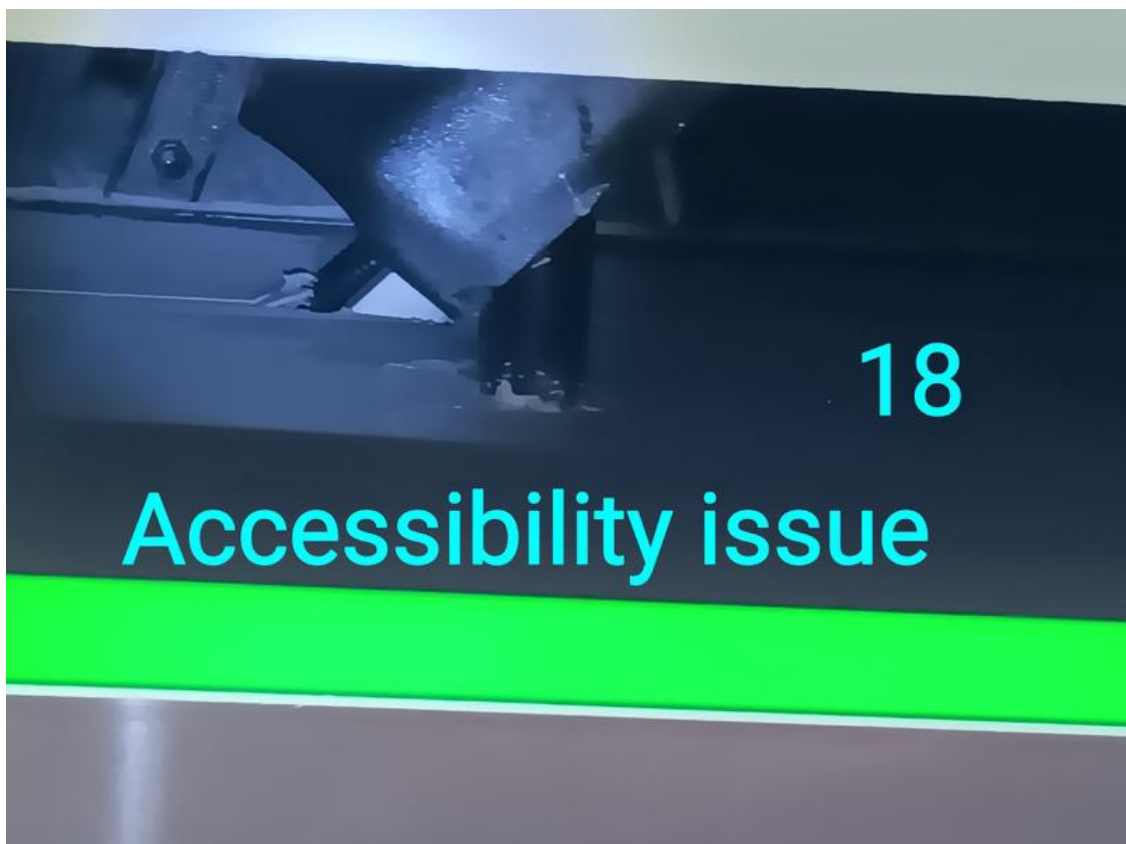


Photo 10



Photo 11



Photo 12



Photo 13



Photo 14





Photo 15



Photo 16





Photo 17



Photo 18



Photo 19



Photo 20



Photo 21



Photo 22



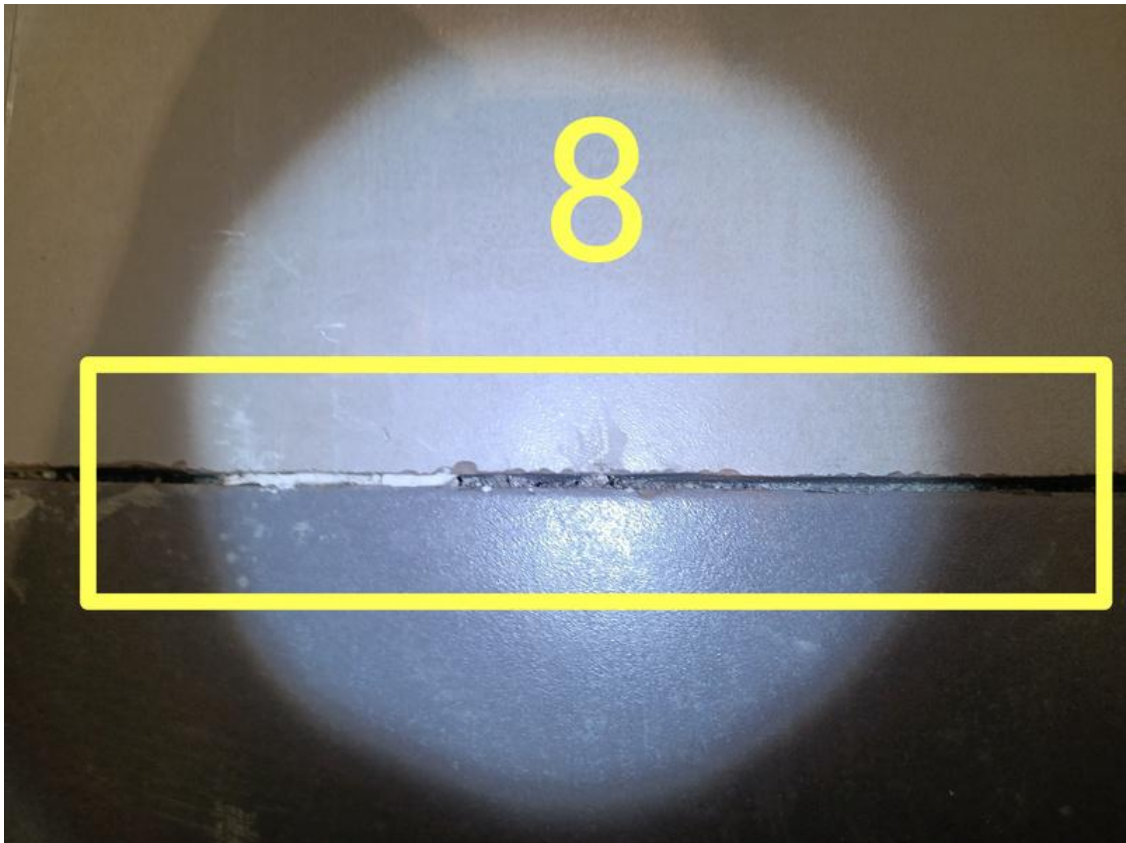


Photo 23



Photo 24



Photo 25



Photo 26



Photo 27



Photo 28





Photo 29

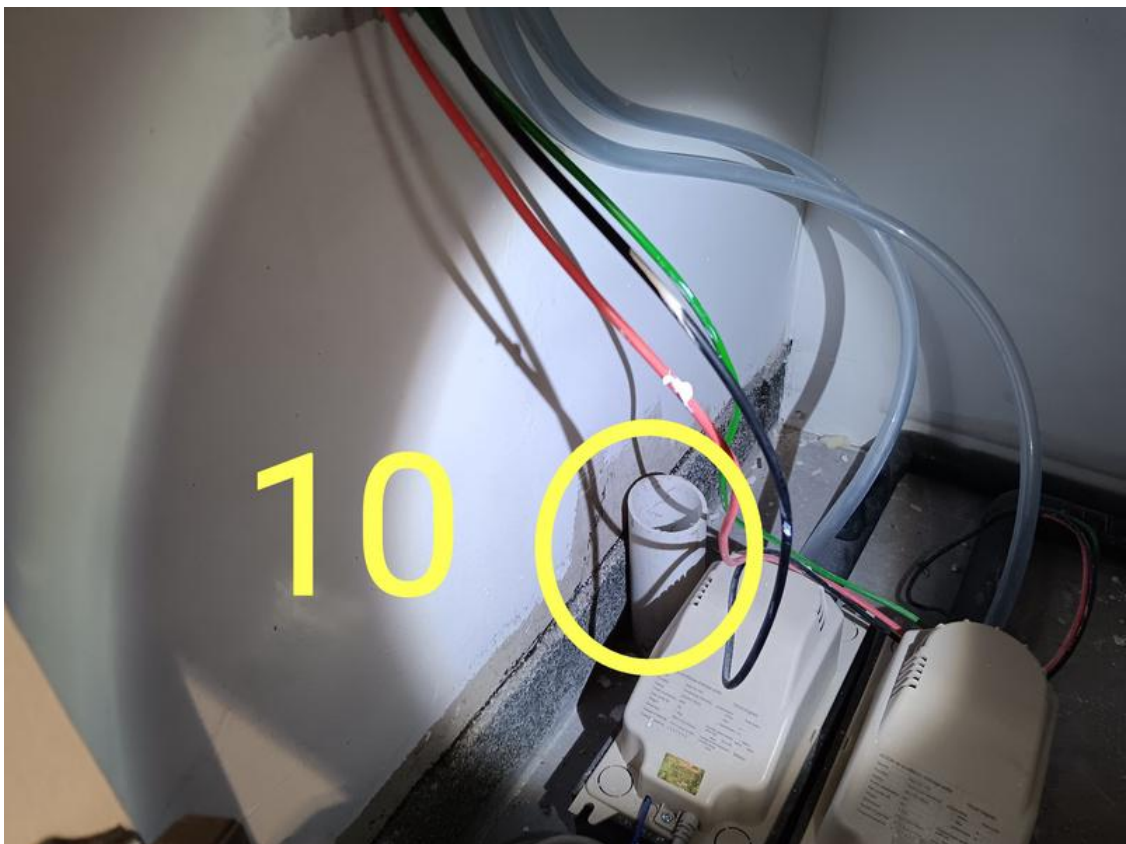


Photo 30



Photo 31



Photo 32





Photo 33



Photo 34



Photo 35



Photo 36



Photo 37



Photo 38





Photo 39



Photo 40

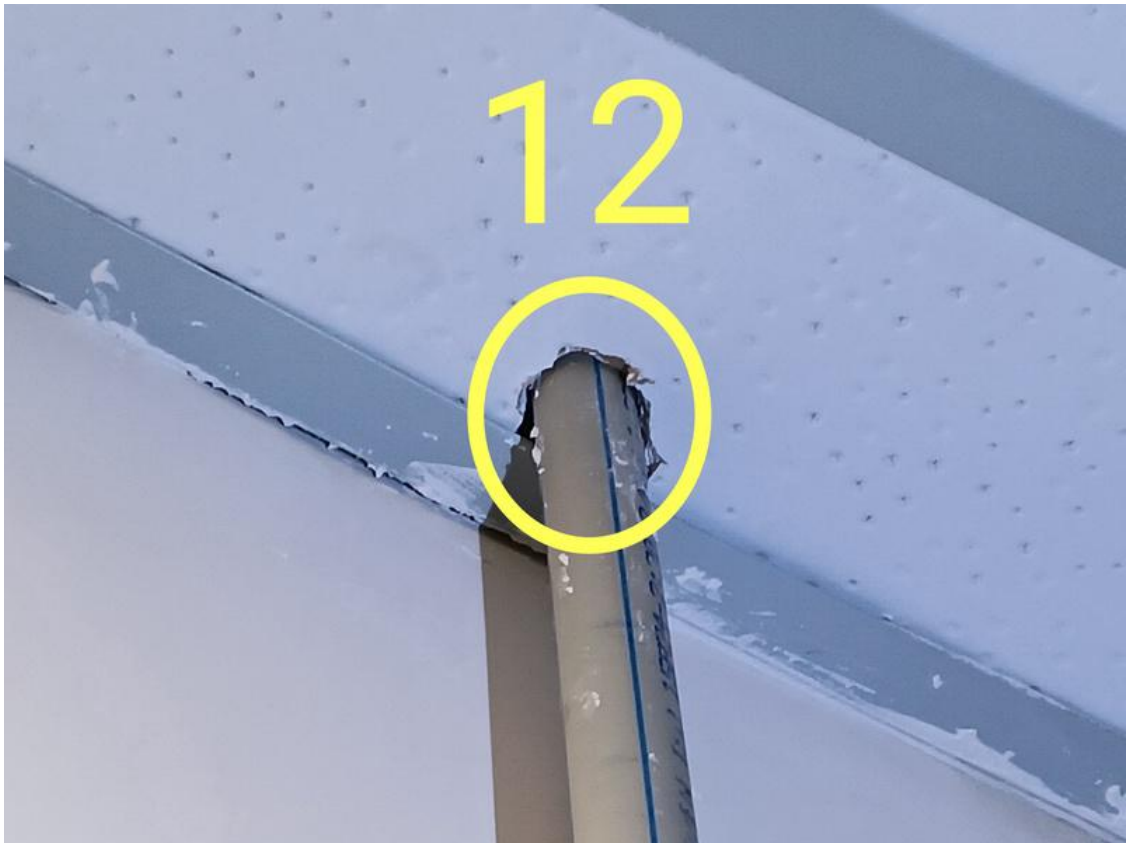


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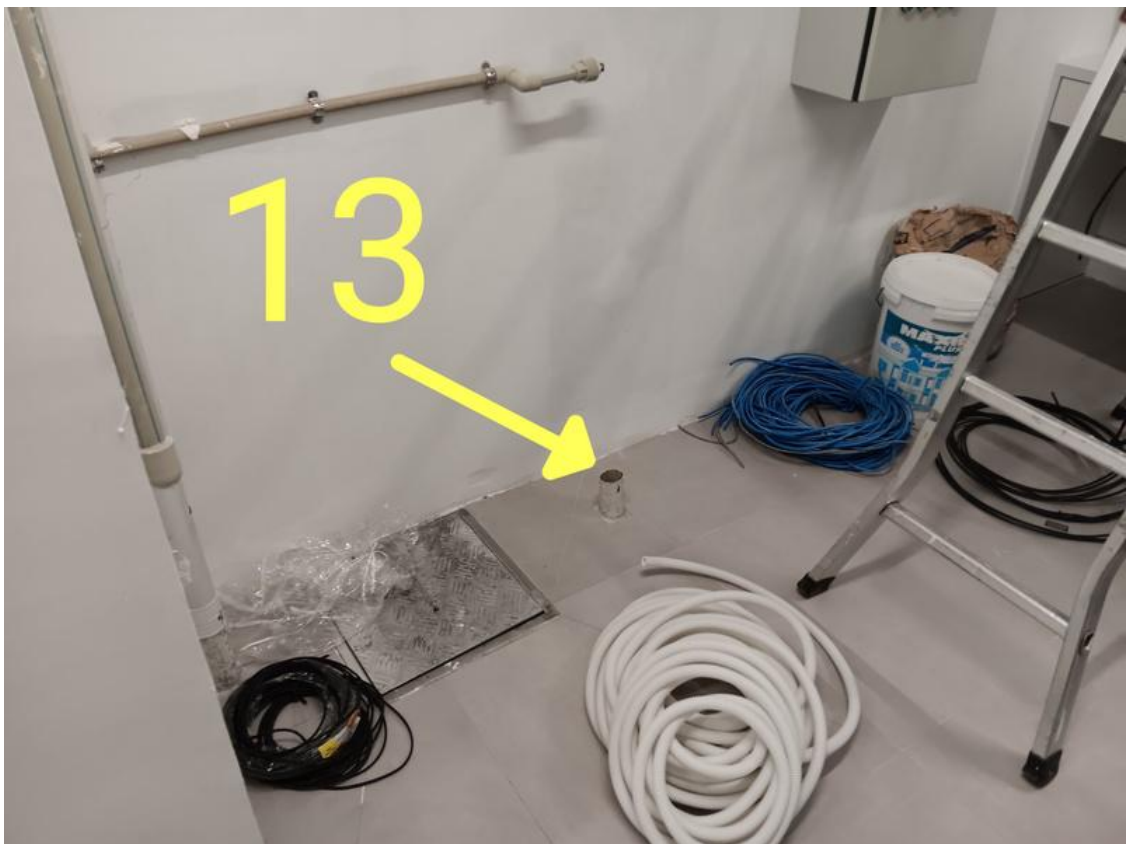


Photo 42



Photo 43



Photo 44



Photo 45

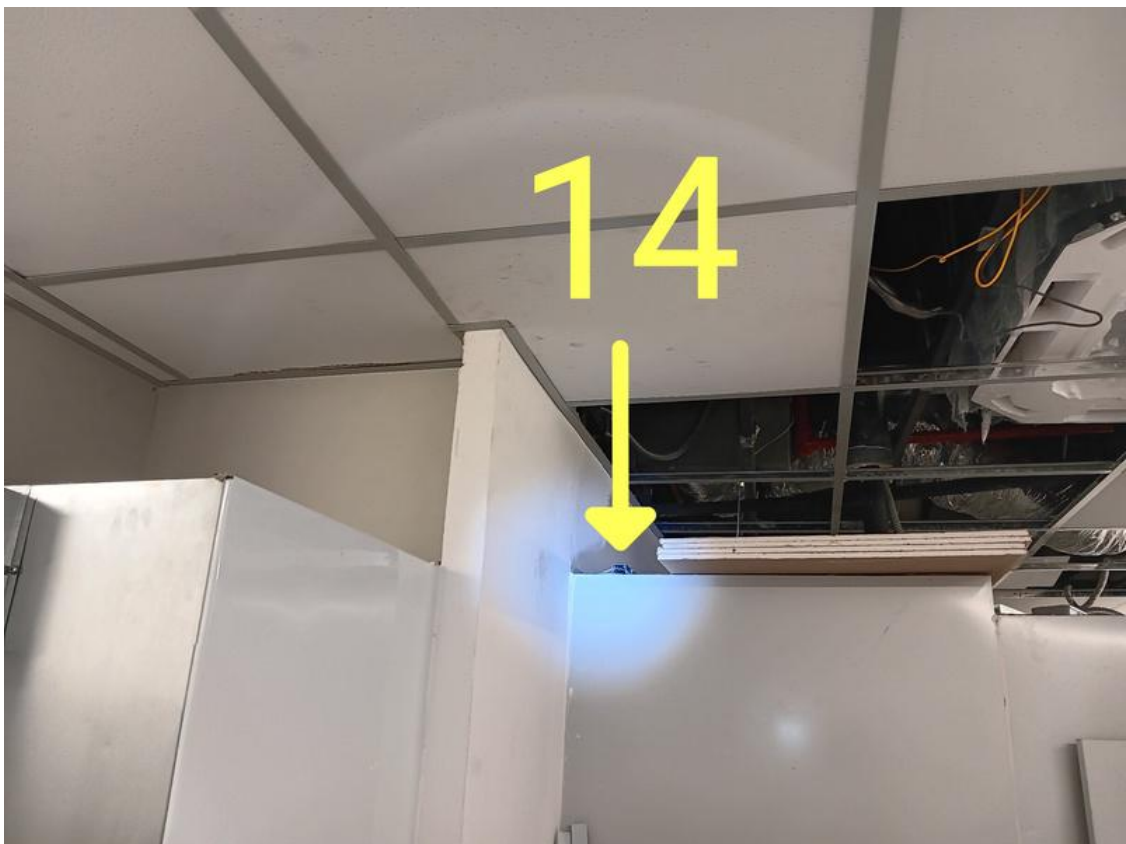


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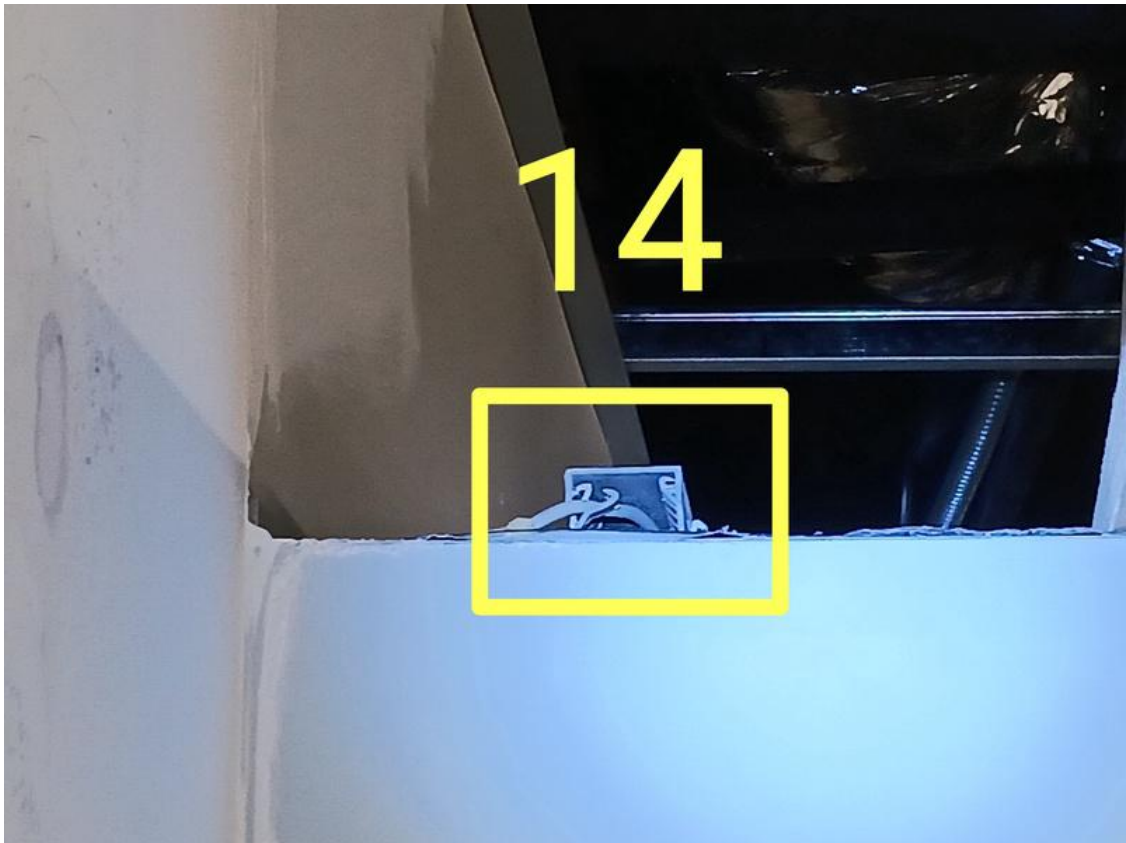


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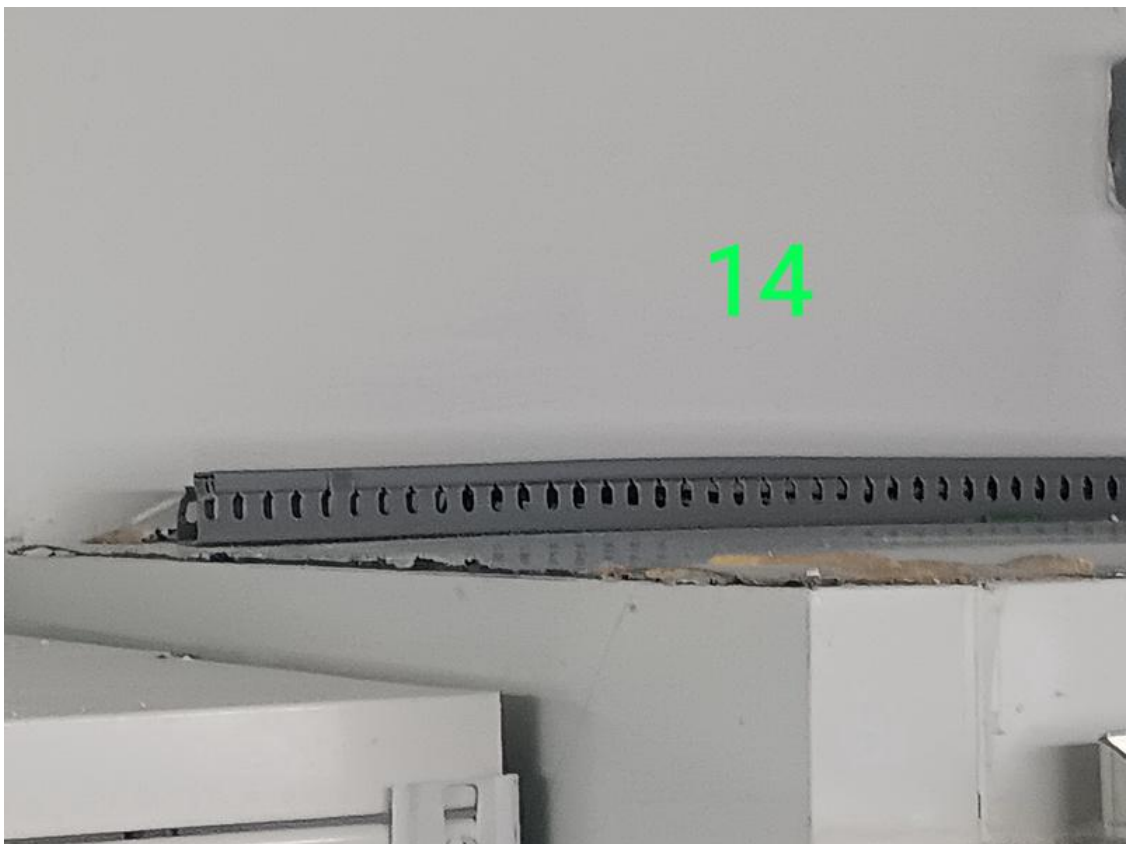


Photo 48





Photo 49

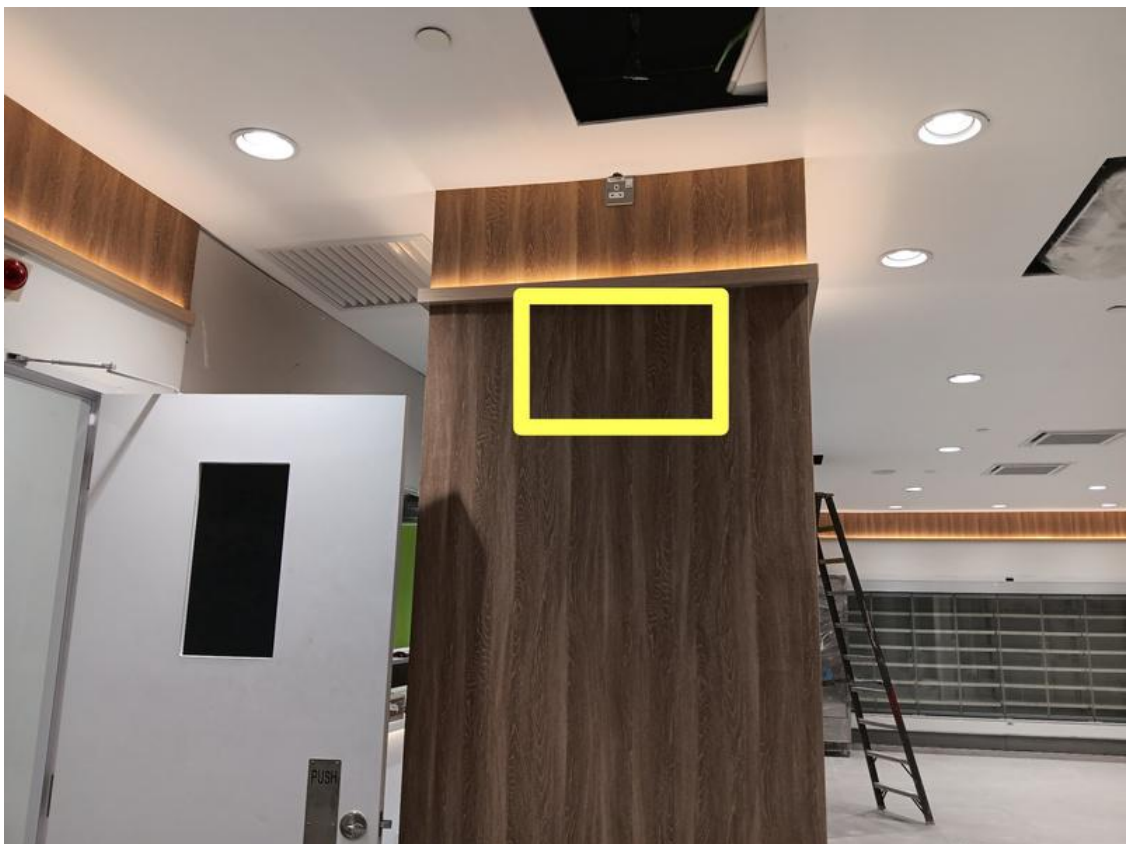


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