



ZAPPING TERMITES

Hawaii, go green with Sentricon

Compliment Roy Ikeda on his handsome home in breezy Moanalua, and his smile is as broad as the valley around him. He's a new homeowner enjoying a major achievement: planning and building a home based, in part, on today's best termite control technology — Sentricon.

Aware of Hawaii's serious termite problems, Ikeda was motivated to research and investigate termite systems for his own use.

"I promised myself that, when it was time to build my house, I'd be pro-active. I'd find out what was on the market and choose the best to protect my house," Ikeda said.

He turned to Dr. Julian Yates, a UH termite entomologist, who offers annually the Termite Information Seminar, signing up "to do my own due diligence."

"I was really shaken by the slides Julian showed," explained Ikeda. "Slides of homes devastated by termites. Slides of termite

plus there had been (media) stories about kids, neighbors getting sick due to chemical drift, and we wanted to avoid problems for our neighbors who suffer respiratory illnesses."

Ikeda checked with his colleagues who confirmed Sentricon's effectiveness. He also logged on to Environ Control's web site, pleased to learn the company had won the Better Business Bureau's top business ethics award in 2004. And, while asking his family and friends for consumer tips, Ikeda found Environ Control fans, including his aunt Aoe Chong whose 50-year-old Hayden mango tree Sentricon saved from termites.

The Big Trade-off: Grams of Sentricon versus gallons of chemicals

Homeowner Roy Ikeda shows that anyone can safely handle a Sentricon tube (2 to 4 grams of bait) that eliminates termite colonies. Behind Ikeda, the 150 to 200 gallons of chemicals he opted not to pour on his property to fight termites.



ALERT

May to August termite 'swarm' season

Mark your calendar for the upcoming termite swarm season, recommends Bob Koide, Environ Control president. "It's the time of year when termite colonies reach capacity and leave the nest to find new homes and new food sources,"

Koide explains. See hordes of termites? Close all windows and doors and turn off the lights (which attract termites), and call Environ Control (678-0709).

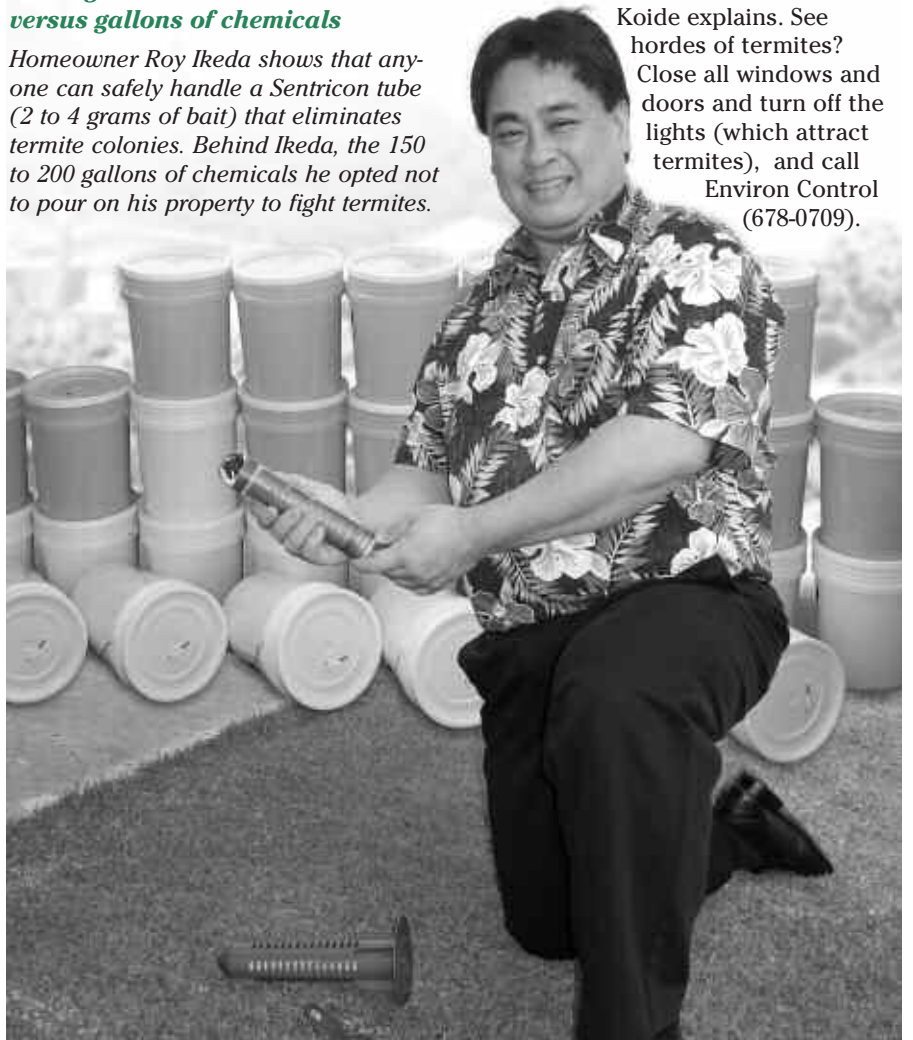
"Sentricon seemed to have more pros than the others. Effectiveness. Safe environmentally. No drilling or worrying about rupturing plumbing lines."

**Roy Ikeda,
Moanalua homeowner**

colonies infesting buildings. The class really made me understand how big the problem is."

Then Yates discussed options, showing more slides to describe different termite control systems. "The seminar included a sound discussion of the pros and cons of all the methods," Ikeda continued. "No endorsements were given. It was up to us (homeowners) to decide which product met our needs, but for me, in my judgment, Sentricon seemed to have more pros than the others. Effectiveness. Safe environmentally. No drilling or worrying about rupturing plumbing lines."

Ikeda's two-year-old son Tyler also figured into his decision to install Sentricon: "He's at an age where he's getting into everything...he's super curious, and we wanted something safe,





Bugged, a retired Kaneohe resident describes the road back to Sentricon

"Over the years, I've seen how Sentricon got rid of termites. I know it's my option to spray chemicals, but with Sentricon stations, I can actually see the termites, and I know what I'm dealing with. If I spray, I don't see any dead bodies...and I can't see what's happening.

"In 2006, my termite company told me it was discontinuing Sentricon and converting to a similar system. It's a reputable national company, I thought. It wouldn't use an inferior product.

"After four months with the new system, I could see it wasn't working. The bait wasn't being consumed, and the termites were still there. My exterminator agreed the system wasn't killing the termites, and told me there were other people with the same experience.

"At the time, I felt I'd been misled, and I was adamant that something be done. My exterminator came up with the solution. He reverted to Sentricon baits, and one-by-one, all the stations were changed back to Sentricon (installed by Environ Control).

"Sentricon's back on property now, and it's working just the way I remember it."

ALL IN THE FAMILY:

Environ Control passes to next generation

His eye on retirement, and on more time for travel with his wife June, church, golf and grandkids, Environ Control founder Bob Koide in 2002 started planning his exit.

Would he hire someone to take over? Would he relinquish ownership? What about selling? (He had offers.) Or, would Koide offer the company to his son Wayne Koide and niece Stacy Bautista, Environ Control vice-president and office manager, respectively?

"My goal was a smooth transition," Bob emphasized. "I wanted to be comfortable that operations would be under control and in good hands."

So he discussed the transition with his family. Did Wayne and Stacy want to head the family business?

"Wow!" they both responded, overwhelmed by the responsibilities—and liabilities—of sharing the helm of their family business.

"I needed time to think," Wayne said. "I had to prep myself mentally. Bob's retirement was always in the works, but now it was time to kick planning into high gear. It's a big commitment—a commitment for life pretty much...to take care of our employees and our customers."

Stacy talked it over with her husband, who was hesitant at first: "You're going to run a company!" But he said the decision was hers and he

would be fully supportive. Uncle Bob, she said, had always given them latitude to do their job: "He didn't tell us step-by-step what to do. He let us learn from our mistakes, so by the time he asked us to take over the company, I felt Wayne and I could handle it."

With the cousins' leadership decided in 2006, Wayne added to his workload learning about business management, operations, sales, marketing and human resources, or as he put it, "Learning Bob's job." Stacy is working for her RME (Responsible Managing Employee) license that will certify her management and decision-making skills in the pest control field.

Even though her workload has doubled, or even tripled, due to software conversions and now the RME licensing, Stacy is upbeat and optimistic: "Once the software is up and running, we'll be more efficient. That'll free up time to start other projects like putting all our customer reports and updates online so customers can log-on any time to check out their property."

With retirement set for 2010, Bob is as exhilarated as a homeowner free of termites: "I'm fortunate Wayne and Stacy will be running the company. They grew up together. They get along. I'm blessed to have good employees, good customers and a good product like Sentricon. What more can I ask for?"



Bob Koide, Stacy Bautista and Wayne Koide