



Overview: Orkin

Company Background

Founded in 1901, Atlanta-based Orkin is an industry leader in essential pest control services and protection against termite damage, rodents and insects in the United States, Canada, Mexico, Europe, Central America, the Middle East, the Caribbean, Asia and the Mediterranean. With more than 400 locations, Orkin's almost 8,000 employees serve approximately 1.7 million customers. The company serves homeowners and numerous industries, including food and beverage processing, foodservice, hospitality, healthcare, retail, warehousing, property/facilities management, schools and institutions. Learn more about Orkin on our website at www.orkin.com. Orkin is a wholly owned subsidiary of Rollins, Inc. (NYSE: ROL).

Orkin and Public Health

Orkin and its sister pest control companies launched the *Fight the Bite* campaign in 2008 – a program to help American homeowners reclaim their yards and save lives in Africa by waging war on mosquitoes and the deadly diseases they can carry (pictured center). Through *Fight the Bite*, Orkin has donated more than \$353,000 to the United Nations Foundation's Nothing But Nets campaign – a global, grassroots effort dedicated to saving lives by preventing malaria in Africa. One hundred percent of Orkin's donation has funded the purchase and distribution of more than 35,300 mosquito nets to African countries. In 2010, Orkin pledged to donate another \$225,000 to Nothing But Nets. For more information on *Fight the Bite*, visit nets.orkin.com.

As part of its ongoing commitment to community service, Orkin collaborates with the Centers for Disease Control and Prevention (CDC) on several public education initiatives involving pest-related health risks. In 2005, Orkin provided free tick control services to a community in Arizona that had been devastated by a deadly outbreak of Rocky Mountain spotted fever. In 2006, Orkin partnered with the National Center for Healthy Housing to assist Catholic Charities' Operation Helping Hands and the Association of Community Organizations for Reform Now's "Home Clean-Out" to treat nearly 100 flood-damaged homes in New Orleans for termite prevention and mold infestation (pictured left). Together in 2007, Orkin and CDC produced a [hidden home threats checklist](#) to help consumers prevent pest-related diseases in and around the home.



Orkin and Education

Orkin's commitment to education dates back to the 1950s when local Orkin Men first began making educational presentations in neighborhood schools. Now the company sponsors educational initiatives locally and nationally, such as the Orkin Children's Zoo at Zoo Atlanta and the O. Orkin Insect Zoo at the Smithsonian National Museum of Natural History, the most visited museum in the world. In 2001, Orkin created a 53-foot traveling exhibit – the O. Orkin Insect Safari – to foster a greater understanding of insects and their roles in the ecosystem. In 2004, Orkin partnered with the National Science Teachers Association to launch an online school presentation request page for teachers wishing to bring Orkin pest specialists into the classroom to teach about insects' value in the environment. In 2008, the company launched Junior Pest Investigators, a free series of K-6 lesson plans designed by educators (that meet National Science Standards) to teach children to think differently about pests and pest management. Orkin also sponsors ongoing research at American universities such as the University of Florida, University of Georgia, Texas A&M, Purdue University and many others.

To further educate homeowners on termite prevention and treatment, Orkin partnered with several of these renowned universities to form the Consumer Education Council on Termites and launch www.Termites101.org.

Overview: Orkin (cont.)

Orkin Training

Orkin training programs are equally creative. In 2010, *Training* magazine honored Orkin for the eighth consecutive year as one of its prestigious Top 125 organizations that excel in human capital development. Orkin University's one-of-a-kind \$10 million dollar training facility in Atlanta features a full-scale functional house and a commercial facility including a commercial kitchen, restaurant, bar, hospital room and hotel room. In 2006, Orkin launched its interactive satellite network – Orkin TV – that links employees through first-of-its-kind live broadcast technology. Orkin expanded its invaluable educational initiative through its unique relationship with the CDC. In 2010, Orkin's certified entomologists partnered with CDC experts for the fifth annual satellite training session to equip pest specialists with the knowledge to educate and work with customers to reduce pest-related health risks (pictured right).

Orkin Customer Service

Orkin partners with customers to create and provide a customized plan to prevent, treat and control pests in and around the home and workplace. Orkin offers an Integrated Pest Management (IPM) program comprised of an effective combination of non-chemical and chemical treatment methods to achieve acceptable levels of control with the least possible impact to humans, non-target organisms and the environment. Dedicated to exceptional customer service, Orkin received the Best-In-Class Customer Service Award from *Pest Control Technology (PCT)* magazine and Syngenta Professional Products in 2006. In 2010, *PCT* honored Orkin employee, Randy Miller, with the Residential Technician of the Year Award. Guaranteeing that every customer call generates a response, the Atlanta-based Orkin Customer Service Center is open 18 hours per day, 364 days per year, and it handles almost two million calls each year.