

Your Class "A" Office Space Deserves Class "A" Pest Control



COMMERCIAL SERVICES



Your Satisfaction is Our Promise

We back our IPM service with a Quality Assurance program and an unsurpassed guarantee to ensure your pest management program meets Orkin's high-quality standards — and your own.

Quality Assurance

A follow-up visit by your Orkin Account Manager will be scheduled within 60 days of your initial service to review your IPM program. All findings will be documented and discussed with your designated building representative.

Orkin's Triple Guarantee

The value of our service is measured by your complete satisfaction. Choosing Orkin is a statement that your quality standards are high and that you demand nothing but the very best service from your suppliers. Your satisfaction is our promise.

◆ 24-Hour Response Guarantee

When you see a pest, you need service right away. Orkin makes it easy with a direct priority line to our national customer service department and to your local office where your request will be responded to within 24 hours, 365 days per year.

◆ Satisfaction Guarantee

Total satisfaction or you don't pay. If, during your regularly scheduled service visits, you are not completely satisfied with the results, Orkin will provide repeat service to your satisfaction or refund your last monthly payment. If, after 60 days of service, you are dissatisfied with Orkin and decide to cancel, Orkin will pay the reasonable cost of an initial service by another pest control operator of your choice.

◆ Reimbursement Guarantee

Should your company be fined by a regulatory agency due solely to a pest infestation, Orkin will reimburse you for any fines paid, up to \$50,000.*

* Your account must be current, under contract over 60 days, and your business must be compliant with sanitation and structural requests as noted on Orkin Service Reports.



More Than a Century of Experience

Founded in 1901, Orkin has been setting the standard for more than a century. Today, we serve more than 1.7 million clients around the world through more than 400 locations. That's why more businesses in North America – including office properties like yours – trust Orkin with their reputations, more than any other pest management provider.

Effective and Environmentally Responsible Service

Orkin Commercial Services advocates the use of Integrated Pest Management (IPM), an environmentally responsible approach to pest management. By partnering with you to identify sanitation and maintenance opportunities, we help you keep pests out with less impact on the environment.

Award-Winning Training

The Orkin Man™ is one of the most thoroughly trained pest specialists in the industry. Orkin has been recognized consistently on *Training* magazine's prestigious Top 125 list and has been featured among the magazine's Editor's Choice honorees. The bottom line: you can rest assured you're getting the latest and most effective pest management techniques delivered by a knowledgeable expert.



Orkin's Commercial Training Program – Each Orkin Commercial Pest Specialist is a skilled service technician who has undergone formal accredited class work from Purdue University and is well-versed in treatment techniques that conform to AIB International standards as well as federal, state and local regulatory requirements.

Rollins University & Rollins Learning Center – At our Learning Center in Atlanta, our pest specialists face real-life pest management scenarios in a 13,000-square-foot space that includes a variety of pest “hot spots” commonly found in office properties like yours, such as break rooms, kitchens and rooftop HVAC units.

Orkin TV Satellite Training Network – Our interactive satellite television communications network creates a live virtual classroom for our 8,000 employees. This allows for in-depth training in real time at our locations across the country, so you can be sure your Orkin Commercial Pest Specialist is up to date on the latest pest management techniques, no matter where you are.



Small Pests Can Cause Big Problems

You work hard to attract the best tenants to your property. Once they move in, you work just as hard to keep them happy. Having pests in the picture puts your property's reputation on the line.

More than just a nuisance

- Pests can carry disease-causing organisms like bacteria, viruses and parasites that can compromise a healthy working environment.
- Pests can hurt your building's reputation and even lead to unwanted media attention or worse.

Office buildings are an attractive pest habitat

- Constant foot traffic, public meeting space and dining areas offer multiple entry points.
- Food, water, shelter and optimal temperatures — everything pests need.
- Tenants can add to the problem by leaving food in break rooms or on their desks.
- Dumpsters and outside trash cans invite pests by emitting powerful odors.
- Landscaping and structural elements can attract pests.

“As the property manager of multiple office properties and shopping centers, I have dealt with my fair share of pest control contractors. Working in office buildings proves to be difficult for some, but Orkin does the job without causing a disruption...Orkin stands out from other companies, because their response time is almost immediate and the pest specialist services each property as if he were servicing his own home.”

Jamie Margelot

Property Manager

Nigro Companies, New York

*A leader in commercial
real estate development*



AIM: Assess. Implement. Monitor.

Effective pest management is a process, not a one-time event. Orkin's Integrated Pest Management (IPM) approach is a collaborative and ongoing cycle of three critical activities that help keep pests in their place.



Assess

First we inspect, identify, and evaluate all the underlying reasons pests can infest your property.

Comprehensive inspections

We detect any sanitation issues or structural conditions conducive to pests.

Identification of pest activity

We examine and report any evidence of pest infestation.

Risk evaluation

We consider your property type, geography and any conditions conducive to pest activity.

Implement

Cookie-cutter pest management solutions are ineffective. Your Orkin Pest Specialist continually works with you to develop a customized solution to suit your unique needs.

Focus on prevention

When we can, we start with exclusion, sanitation and other non-chemical options.

Environmentally responsible

If a product is needed, your Orkin Pest Specialist selects the most effective treatment with the least impact on the environment.

Sanitation consultation

Your Orkin Pest Specialist will consult with you to make sure your cleaning efforts make a real impact on potential pest "hot spots."

Monitor

Monitoring

During regular service inspections, your Orkin Pest Specialist monitors for signs of pest activity, looks for pest-friendly conditions and helps make sure your program is working.

Documentation and Communication

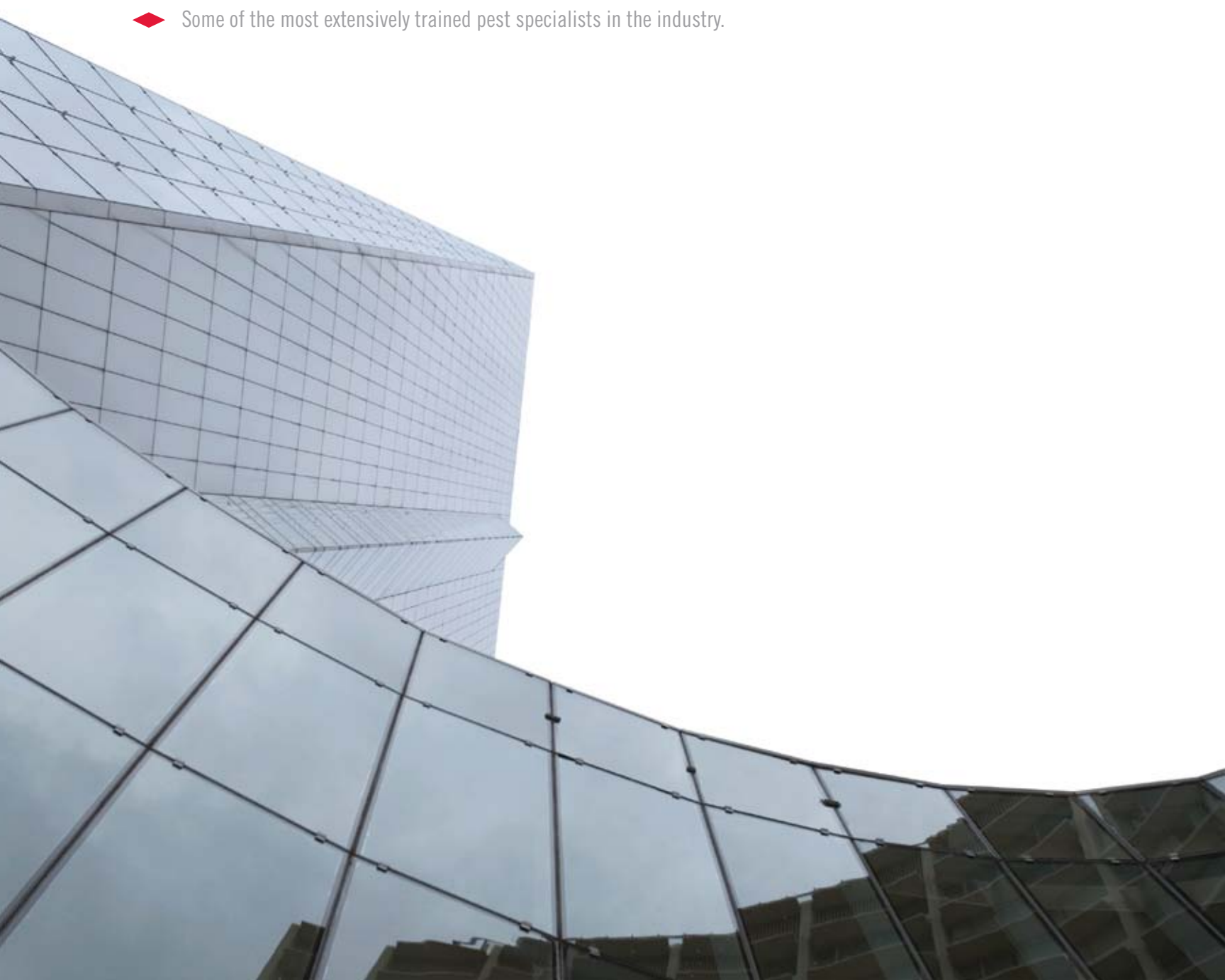
After each service, your Orkin Pest Specialist documents all services performed, pest activity and any recommendations.



ORKIN: YOUR PARTNER IN PEST MANAGEMENT

You don't let just anyone lease space in your property. You want tenants whose reputations add real value to your property. Shouldn't your pest management provider's reputation do the same?

As one of the most respected pest management providers in the country, Orkin understands the unique challenges facing office properties. When you choose Orkin, you don't get an exterminator. You get:

- ◆ Unrivaled access to national expertise and resources to help solve pest problems you might face.
 - ◆ An experienced pest management provider who will partner with you to meet your unique pest management needs.
 - ◆ Some of the most extensively trained pest specialists in the industry.
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How “Green” is Your Building?

If you haven't thought about it, there's no time like the present. A relatively easy way to make your building environmentally friendly is to reduce the environmental impact of your property's indoor pest control efforts. Since Orkin practices a strict IPM protocol, we will help you uphold environmental standards and can help you achieve LEED Certification.



Orkin is a proud supporter of the **U.S. Green Building Council**.



As a **BOMA International** Supporting Partner, Orkin understands the unique challenges facing the property management industry and works closely with the association to develop educational resources for its members and clients.



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