

Add another expert to your team.



COMMERCIAL SERVICES

The expert the experts turn to

Why do so many in the health care industry turn to Orkin? For starters, our rigorous Gold Medal™ Protection for Health Care protocols were



developed with input from leading health care organizations to be **highly effective, environmentally sensitive and consistent with the Integrated Pest Management (IPM) recommendations of:**

- Association for the Healthcare Environment (AHE)
- Health Care Without Harm
- Practice Greenhealth

In addition, Orkin's Gold Medal™ Protection can help you meet and exceed the Joint Commission's pest management requirements.

When you choose Orkin, you're choosing to partner with recognized experts who can help keep pests – and the germs they carry – out of your facilities without sacrificing sustainability.



A name you can trust

Since 1901, Orkin has been helping businesses keep pests in their place using the latest technologies and the best trained professionals in our industry.

With more than 400 locations around the world, you can be confident Orkin will provide high-quality, consistent service – no matter where you are.

Why take a risk when you know Orkin will apply more than a century of experience to your pest management program, all backed by the industry's most comprehensive guarantee?

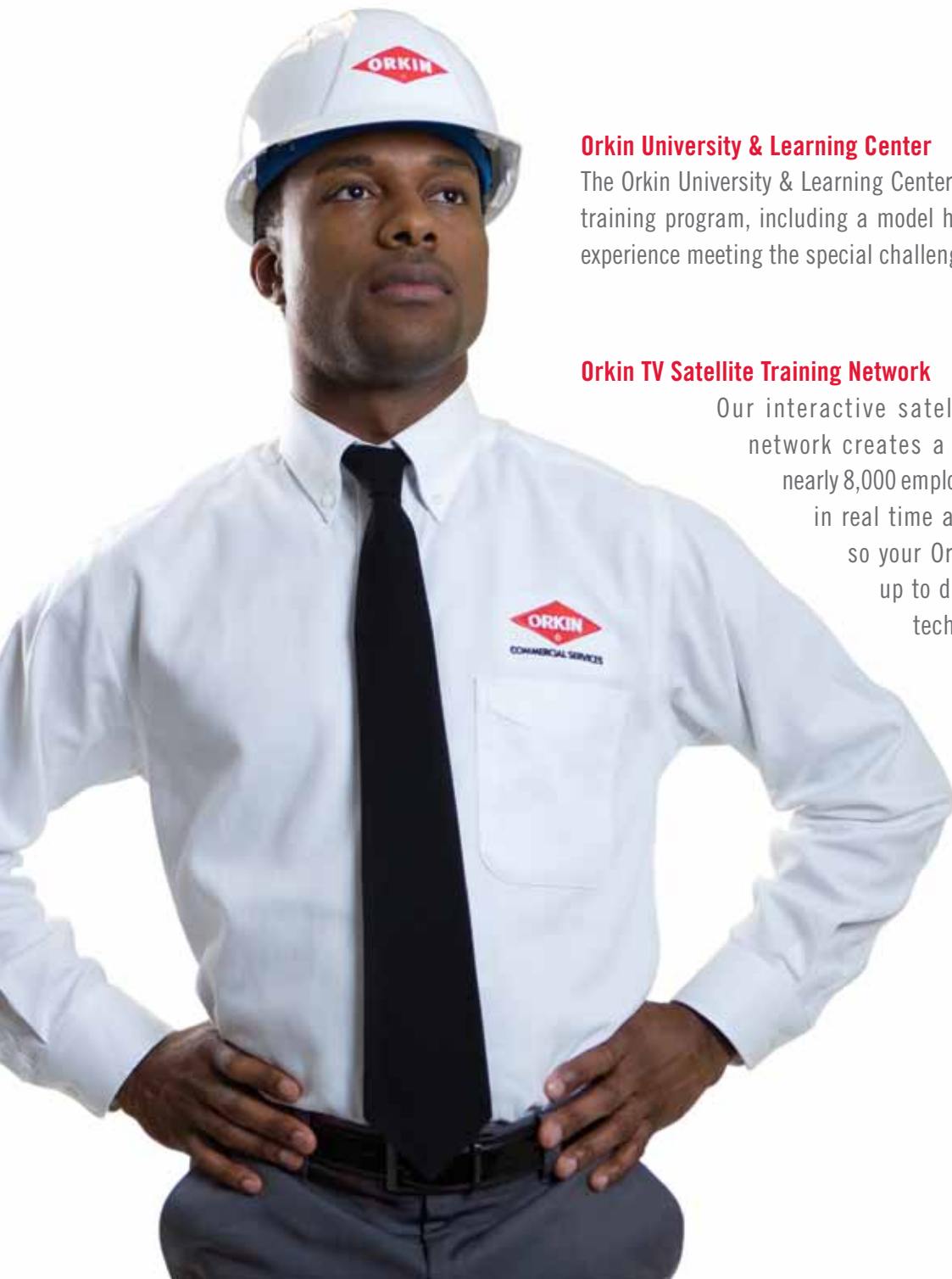


COMMERCIAL SERVICES

It takes a lot to be The Orkin Man™

At Orkin, we have invested millions to develop award-winning training programs that extend well beyond the classroom. Each Orkin Commercial Pest Specialist is trained in Orkin's Commercial Training Program, which includes:

- Formal accredited class work from Purdue University
- Treatment techniques that conform to industry standards, ensuring the smartest and most effective pest management program available
- Training in specific protocols for your industry, as well as federal, state and local regulatory requirements



Orkin University & Learning Center

The Orkin University & Learning Center in Atlanta, Ga., provides a complete training program, including a model hospital room. Trainees get hands-on experience meeting the special challenges of health care environments.

Orkin TV Satellite Training Network

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

What Orkin's training excellence means to you



Unrivaled Expertise

Pest management in health care facilities starts with a thorough understanding of pest biology and behavior. We'll understand your unique needs, integrate seamlessly into your team, get to know your facility inside and out, and customize an IPM program to fit your needs – so you can breathe easier when it comes to pest control.



Regulatory Knowledge

Orkin Commercial Pest Specialists are well versed in Joint Commission requirements, DNV Standards based on ISO 9001, HACCP protocols, safety training, and federal, state and local regulatory requirements. As an Orkin customer, you'll rest assured that we understand the special challenges and regulations required of health care environments.



Latest Tools and Techniques

The science of pest management is always evolving, and Orkin University keeps us on the cutting edge. For our clients, this means constant access to the most recent and effective pest control technologies available.



Superior Customer Service

With Orkin, you can count on regular, reliable communication to make sure you, your staff and your Orkin Commercial Pest Specialist are working together toward the best results.



Training Assistance

Our clients benefit from free training resources, expert articles and even on-site IPM trainings for their staff—all accessible via orkincommercial.com or healthcarepestcontrol.com.



Security

Orkin is bonded, and our Pest Specialists are screened and randomly drug tested, so you can have complete confidence in your Orkin Man™.



COMMERCIAL SERVICES

It's pest control. Does having the best really matter?

Yes.

While pests may be a minor nuisance in other environments, there is no tolerance for pests in a health care setting. Pests could compromise patient health, damage your facility's hard-earned reputation, lead to legal action or possibly impact your Joint Commission compliance.

Unfortunately, health care environments can be challenging for pest management because they offer many of the elements pests need – food, moisture, shelter and attractive temperatures – in an exceptionally complex setting.

You need an expert with real knowledge of your facility and real experience servicing multi-faceted health care environments. Orkin can deliver both.



Effective and conscientious pest management

We understand the challenges that come with managing pests in a sensitive clinical environment. That's why we designed Orkin Gold Medal™ Protection for Health Care specifically for health care facilities. **With its emphasis on prevention and non-invasive pest management, Gold Medal™ Protection is consistent with the recommendations of the Association for the Healthcare Environment (AHE), Health Care Without Harm and Practice Greenhealth.**

PowerTrak™ Data Capture and Reporting

Your Orkin Commercial Pest Specialist will maintain a variety of on-site reports, including a full record of actions taken, materials applied and resulting changes in pest presence.



The PowerTrak™ system is run on a handheld device and incorporates our proprietary pest-monitoring software. PowerTrak™ provides instant access to pest control data via online reports, helping your Orkin Commercial Pest Specialist analyze pest data faster and see trends more quickly. The application also helps identify areas for targeted treatment, stopping pest problems before they become widespread – with less pesticide use.

Quality Assurance Audits

But we don't stop there. As a Gold Medal™ Protection for Health Care client, you will receive annual audits by Orkin's Quality Systems Team to make sure your program is as effective as possible. This team of professional entomologists, sanitarians, food safety experts, and commercial and industrial specialists ensure you receive a thorough, objective evaluation.



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.



Based on your facility's needs, we will work with you to create a customized plan.

Assess

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

Comprehensive inspections

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

Identification of pest activity

We examine and report any evidence of a pest infestation.

Risk evaluation

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

Implement

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

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 Commercial Pest Specialist selects the most effective treatment with the least impact on the environment.

Sanitation consultation

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

Monitor

Year-round monitoring, documentation and communication help to ensure the ongoing effectiveness of your service.

Ongoing Protection

During regular service inspections, your Orkin Commercial 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 Commercial Pest Specialist documents all services performed, pest activity and any recommendations.



Additional Orkin products and services

In addition to the insect and rodent management services that made us a household name, Orkin also offers solutions for more specialized problems:



Bed Bug Control

Bed bugs are a growing problem in health care establishments, but Orkin can help prevent them from tarnishing your facility's reputation. To address bed bug infestations, Orkin will implement an aggressive treatment strategy that includes a comprehensive inspection of areas of concern, treatment of infested areas and follow-up inspections.



Bird Control

Although many birds are beautiful and beneficial, certain types may cause problems for health care providers. Orkin can customize a bird control program focused on habitat modification, helping to make your facility unattractive to problematic birds.



Termite Control

Termites may be small, but a termite infestation can cause very expensive structural damage. We will develop a customized business solution to protect against a future infestation or to rid your business of an existing infestation. And, we can work with you on a treatment plan and a convenient schedule that doesn't disrupt your day-to-day business.



Sanitation

Orkin Actizyme™ Floor and Drain Cleaner is a professional cleaning solution that uses naturally occurring enzymes and beneficial bacteria to safely dissolve greasy buildup in pipes, cracks and crevices. Orkin Actizyme™ helps eliminate grime and odors – and helps prevent the pests that are attracted to them.



Restroom Care

A clean establishment is less attractive to pests and creates a healthier environment for employees, patients and visitors. Orkin's restroom care portfolio, designed to help with sanitation, is comprised of three core products – Orkin AutoFresh®, Orkin AutoClean® and Orkin AutoFlush®.



COMMERCIAL SERVICES

Partnering with AHE for a healthier environment

For years, we have worked with the **Association for the Healthcare Environment (AHE)** – the premier professional membership society for environmental services professionals – to help their members advance their learning, develop best practices and implement comprehensive IPM programs.

Together, Orkin and AHE:

✓ Published the ***AHE Recommended Practice: Integrated Pest Management***, the official guide to pest control in hospitals and other health care facilities.



✓ Created and launched **HealthcarePestControl.com** – a website where environmental services professionals can take an online quiz and then receive tips to improve their pest management program. In addition, the site offers various IPM training resources, including a Joint Commission pest control checklist, complimentary health care IPM guides, an “IPM 101” staff training checklist and the latest IPM news.



✓ Produced **free, online training videos** featuring an Orkin entomologist’s presentation about bed bug prevention and treatment at the AHE Annual Conference. Visit **orkincommercial.com/healthcare** to watch or share with your staff.



✓ Partnered to produce a **white paper on the growing bed bug problem** in health care and long-term care facilities. The paper, which is available at **HealthcarePestControl.com**, was featured in various health care media outlets and at the AHE Annual Conference.



Every Gold Medal™ Protection for Health Care customer can choose to receive a complimentary AHE membership* (paid by Orkin Commercial Services) for the representative of their choice for as long as they are a Gold Medal™ customer. We also offer free, on-site IPM training for AHE members for continuing professional education credit.

In addition, Orkin collaborates with the **Centers for Disease Control and Prevention (CDC)** on the development of informational materials about certain infectious disease agents and the pests that can carry them.

* Free AHE membership offer good for one membership per Gold Medal™ Protection contract. Orkin will continue to pay the AHE membership fee as long as the contract remains in good standing and on the Gold Medal™ Protection program. Orkin reserves the right to end AHE membership offer at any time.



How will you know you're getting the best?

As a Gold Medal™ Protection customer, you'll benefit from Orkin's unmatched quality assurance protocols – designed to make sure you're getting the absolute best we have to offer at all times.

Initial Follow-up Inspection

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 facility representative.

Quarterly Service Audits

Every three months, an Orkin Manager will visit your establishment to review your Orkin Commercial Pest Specialist's reports for the preceding quarter and make any necessary recommendations to improve your IPM program.

Annual Quality Assurance Audits

Orkin's Quality Systems Department consists of sanitarians and board-certified entomologists with experience in public health, environmental biology and inspection techniques. They will perform annual independent audits of your facility's pest management program.

Corporate Compliance Audits

Orkin also has an independent Pest and Termite Control Quality Systems Department that regularly audits the services provided by your branch location to ensure they meet the Orkin standard for equipment, training and service.



COMMERCIAL SERVICES

3

ORKIN COMMERCIAL SERVICES TRIPLE GUARANTEE

1 2x24 Response Guarantee

When you see a pest, you need service right away – 365 days a year. Orkin makes it easy with a direct priority line to our national customer service department and to your local branch. **We'll respond to your request within 2 hours and if needed have someone on-site at your facility within 24 hours – guaranteed.**

2 Reimbursement Guarantee

Should your company be fined by a regulatory agency due solely to a pest infestation, Orkin will reimburse you for the amount of those fines that are paid.*

3 360° Satisfaction Guarantee

With Orkin, your satisfaction is guaranteed on all sides with three unique 60-day guarantees.

- ◆ **60 days complimentary service if you're not satisfied with the way we begin our service** – After you choose Orkin, we provide a 60-day guarantee of our service. If you're not satisfied after the first 60 days, we reimburse you in full.
- ◆ **60 days complimentary service if you're not satisfied at any time thereafter** – At any time, if you are not completely satisfied with results of your regularly scheduled service, Orkin will provide complimentary service for up to 60 days until you're satisfied.
- ◆ **60 days complimentary service by another provider if you're still not satisfied** – If you are still dissatisfied after 60 days of Orkin's complimentary service and you wish to cancel our service, we will pay for the first 60 days of regular service by another provider of your choice.

**See agreement for details.*

Looking for ways to improve your pest management program?

Visit HealthcarePestControl.com today to take a brief self-assessment, download free training resources and request a free copy of the *AHE Recommended Practice on Integrated Pest Management*, co-authored by Orkin experts.

If you're looking to add effective and conscientious pest control to your team, call today for a free consultation.



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