

Your Reputation Is Our Business



COMMERCIAL SERVICES



Expertise Developed Through Years of Experience

Nothing can threaten your reputation quite like a pest infestation. Since 1901, Orkin has been helping businesses keep pests in their place using the latest technologies and the best trained professionals in our industry.

Today, Orkin is trusted by more businesses in North America than any other pest management provider. With more than 400 locations in the United States, Canada, Mexico, Central America, the Middle East, the Caribbean and Asia, you can trust Orkin will provide high quality, consistent service — no matter where you are.

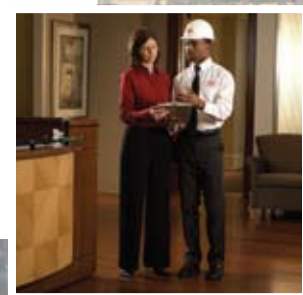
Why take a risk when you know Orkin will apply more than a century of experience to address any pest problem, all backed by the industry's most comprehensive guarantee?

Trust your pest management to the best and join the countless businesses that have made the same choice.



Orkin services customers in a wide variety of industries, and we tailor our pest management solutions to fit the countless different environments we face every day.

We'll apply the same knowledge and experience to customize an effective program just for you.



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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. This means every one of our customers benefits from the unrivaled pest control knowledge, tools and techniques that define The Orkin Man™.

Each Orkin Commercial Pest Specialist is trained in Orkin's Commercial Training Program, which includes:

- Training in specific protocols for your industry, as well as federal, state and local regulatory requirements.
- Treatment techniques that conform to standards set by AIB International, NSF Cook & Thurber, Silliker, SQF and many others, ensuring the smartest and most effective pest management program available.
- Formal accredited class work from Purdue University.



Rollins University and The Rollins Learning Center

Orkin's parent company, Rollins, Inc., has long been recognized for its intensive training. No investment in employees has defined Orkin's commitment more visibly than Rollins University and The Rollins Learning Center. The Atlanta facility includes a mock hotel room, restaurant kitchen, hospital room, bar, food storage warehouse, food retail aisle, rooftop air ducts and other "real world" settings to provide trainees with the hands-on experience they need to meet the specialized challenges of commercial 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 you can be sure 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



Regulatory Knowledge

Orkin Commercial Pest Specialists are well versed in AIB and HACCP protocols, Good Manufacturing Practices (GMPs), and federal, state and local regulatory requirements.



Unrivaled Expertise

Pest management in commercial facilities starts with a thorough understanding of pest biology and behavior. Few experts know more about pests and pest management than The Orkin Man™.



Latest Tools and Techniques

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



Security

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



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 customers benefit from free training resources, expert articles and even on-site IPM training for their staff, all accessible via www.orkincommercial.com.

Is Your Business Giving Pests What They Want?



Entry Points

Pests can enter your business in many ways, including through doors, windows, vents, plumbing, cracks or holes in walls and floors, or via supplier deliveries.



Water Sources

Pests require water daily, which means water fountains, restrooms, faulty drains, condensation from air conditioning systems and other types of plumbing are attractive breeding grounds.



Food Sources

Even minor sanitation mishaps provide adequate food for pests. Cockroaches will eat almost anything — from hair to glue used in cardboard boxes.



Harborage Points

Rodents and cockroaches seek living spaces that are small and dark. Little cracks and crevices throughout your facility can provide breeding and living areas for pests.



Customer/Employee Areas

Areas like break rooms are critical exposure points. Protecting your customers and staff from unsightly and unhealthy exposure to pests is essential to your business' success — and to your bottom line.

They May Be Small, But Their Cost Can Be Huge

Just one pest can have a financial impact on your business, but a larger infestation could cripple your operation's reputation. And since a few pests can multiply quickly once inside, trying to prevent them from getting in is the key.

Pests can eat away at your profits in many ways:

- Structural damage
- Negative customer experiences
- Damage to raw materials and inventory
- Transmission of harmful diseases
- Violation of health regulations
- Food poisoning
- Decrease in employee productivity and morale

Did you know your current pest management program could be doing more harm than good, escalating your costs each day? If you continue to see pests in your facility, your provider may be applying the wrong materials and amounts — or possibly even treating inappropriate areas.

Orkin's A.I.M.™ Approach to IPM

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 the Situation

There are too many variables to provide pest management solutions without understanding the underlying reasons why pests infest a space in the first place. We assess through:

Comprehensive inspections to detect any sanitation issues or structural conditions conducive to pest infestations.

Identification of active pests based on evidence found in your facility.

Risk evaluation based on your facility type, evidence of current pest activity, pest pressure in your geography and any conducive conditions found.

◆ Implement a Customized Solution

Based on ongoing monitoring and situation assessments, your Orkin Pest Specialist will work with you to develop a customized program that suits your facility's unique needs.

Focus on prevention – We will start with exclusion, sanitation and other non-chemical options.

Environmentally conscious approach – If a product is needed, your Orkin Pest Specialist will select a formulation and target the applications to do the most good with the least impact on the environment.

Sanitation consultation – If needed, your Orkin Pest Specialist will consult with you to make sure your cleaning efforts make a real impact on potential pest “hot spots.”

◆ Monitor, Document and Communicate

Monitoring – During regular service inspections, your Orkin Pest Specialist will monitor for signs of pest activity, look for elements that might attract pests in the future and generally make sure your program is working.

Documentation and Communication – After each service, your Orkin Pest Specialist will provide a written service report that documents all services performed, pest activity found, action plans to correct any pest issues, and any structural and sanitation recommendations.



Additional Orkin Products and Services



Bird Control

Although many birds are beautiful and beneficial, certain types may cause problems for your business. Birds can spread disease, damage property and create hazardous conditions with waste and droppings. Orkin can customize a bird control program focusing on habitat modification, helping to make your facility unattractive to problematic birds.



Mosquito Control

In as little as ten days, a single mosquito can multiply into as many as 100. When this happens, not only is it a nuisance, but it can be dangerous to your customers and staff, spreading diseases like West Nile virus, malaria, yellow fever and encephalitis. Orkin's mosquito service is proven to help suppress current and future mosquito activity so you can get back to business.



Fly Control

Flies are a nuisance and a health risk in a business environment. These insects can spread pathogenic bacteria including those that cause Staph., E. coli and Salmonella. Flies reproduce quickly, so control is a challenge. Orkin can develop a strategic plan specifically for your business, utilizing treatment components such as light traps, baiting, chemical controls and exclusion to help control fly infestations.



In addition to insect and rodent management services, Orkin also offers solutions for more specialized problems.



Termite Control

Termites may be small, but a termite infestation can cause very expensive structural damage. Orkin's customized termite treatments provide ongoing protection to address any current termite activity and help prevent further infestations. And, we can work with you on a treatment plan that doesn't disrupt your day-to-day business.



Exclusion

Pests can enter your facility through doors and small cracks. Adult mice can squeeze through an opening as small as a centimeter wide. Orkin will seal small cracks and crevices as part of our regular service. We also can provide additional exclusion services under separate contract, including door sweeps, air curtains or air strips.



Sanitation

Based on biotechnology similar to that used to clean up hazardous oil spills from trains or ocean tankers, OE-30 uses naturally occurring enzymes and bacteria to break down grease and grime buildup in drains without pesticides or other chemicals that may pose environmental health threats. This groundbreaking technology is safe for plumbing systems as well.

Bathroom Care

A clean business is less attractive to pests and creates a healthier environment for employees and satisfied customers. Orkin's bathroom care portfolio, designed to help with sanitation, is comprised of three core products — AutoFresh®, AutoClean® and AutoFlush®.



■ **AutoFresh®** is a wall-mounted aerosol-dispensing unit that provides odor control by neutralizing odors, rather than masking them like many competitive products do.



■ **AutoClean®** is a 24-hour fixture-cleaning system that saves time and money associated with cleaning and maintenance in commercial washrooms.



■ **AutoFlush®** is a sensory system that automatically flushes toilets and urinals after use.



PowerTrak™

Orkin's proprietary PowerTrak™ system provides all the pest management information you need, when you need it. Captured by a handheld device from bar codes placed on the pest management devices and at strategic locations throughout your facility, data is stored and managed in a central database for easy, online access to pertinent information such as:

- structural, storage and sanitation issues
- services performed
- pesticide usage log
- pest activity and trends



By helping your Orkin Commercial Pest Specialist analyze pest data faster and see trends more quickly, the application also helps identify areas for targeted treatment, addressing pest problems before they become widespread — with detailed documentation.

Orkin Quality Assurance

We back our service with our quality assurance program, which guarantees your pest management service meets Orkin's high quality standards — and your own. One of the most important elements of an IPM program is comprehensive documentation. We document all services provided by Orkin Commercial Pest Specialists, operations management, support staff and Quality Assurance professionals.

ISO 9001:2000 Certification

Orkin employs a National Quality Assurance Team, which utilizes an ISO 9001:2000 certified review process to ensure your complete satisfaction. Our Quality Assurance auditors include registered sanitarians, food safety experts and board-certified entomologists trained in public health, environmental biology and inspection techniques. Close monitoring by the ISO Certification Process reinforces Orkin's documented quality management processes and strict regulatory compliance. Orkin's audit process is certified to be in conformance with ISO 9001.

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.



Turn to the pest management provider trusted by more businesses in North America than any other.

For more information on how your business can benefit from Orkin service, call 1-800-ORKIN NOW for a free, on-site consultation from an Orkin Commercial Pest Specialist.



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orkincommercial.com