

**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 expertly trained professionals.

Today, Orkin is trusted by more businesses in North America than any other pest management provider. With more than 400 locations across the world, 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 one of the industry's most comprehensive guarantees?



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 nationally recognized 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 industry standards, ensuring one of the smartest and most effective pest management programs available.
- Formal accredited class work from Purdue University.



### Orkin University & 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 Orkin University & 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 industry standards and protocols, as well as federal, state and local regulatory requirements.



### Specialized 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 Orkin 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 is bonded, and Orkin's Commercial 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 [orkincommercial.com](http://orkincommercial.com).



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## 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 the wrong areas.

## 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 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-conducive conditions, and ensures that your program is working.

#### Documentation and communication

After each service, your Orkin Commercial Pest Specialist documents all services performed, pest activity and any other 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 10 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.

### 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 can also provide additional exclusion services under separate contract, including door sweeps, air curtains or air strips.





### Termite Control

Termites may be small, but an 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 one. And, we can work with you on a treatment plan and a convenient schedule that doesn't disrupt your day-to-day business.



### Odor Neutralizer

Orkin Actizyme™ Odor Neutralizer is a professional odor control service that helps eliminate airborne odors right at their source. Its all-natural solution is a hybrid compound that physically alters the shape of the odor molecule. The result is increased breakdown of organic matter. It is completely non-toxic, biodegradable and non-allergenic. Orkin Actizyme™ Odor Neutralizer is available for use with indoor and outdoor dumpsters, as well as trash chutes with existing wash systems.



### Sanitation

Orkin Actizyme™ Floor & 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™ Floor & Drain Cleaner helps eliminate grime and odors – and helps prevent the pests that are attracted to them.

### Restroom Care

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



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



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



Orkin 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 hand-held 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 Certification

Orkin employs a National Quality Systems Team, which utilizes an ISO 9001:2008 certified review process to ensure your complete satisfaction. 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.



# 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 two 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.*



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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](http://orkincommercial.com)**