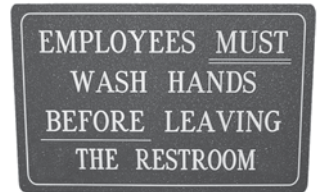


# A lot goes into a great audit score



COMMERCIAL SERVICES

## Why does the food industry turn to Orkin?

Thorough, effective pest control is fundamental to your audit performance. We understand that. That's why we're there every step of the way.

When you choose Orkin, you get a comprehensive pest management program customized to your facility, plus audit-ready documentation you can access anytime you need it.

Our online resource at [myauditprep.com](http://myauditprep.com) will help you make sure your pest management program is ready for inspection, and when the inspector arrives, we'll be on-site to support you if you need us.

Let us combine our century of experience, world-class training and deep knowledge of food safety standards to help you hit a home run on every inspection.



## A name you can trust

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, serving more than 1.7 million clients. With more than 400 locations across 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 one of the industry's most comprehensive guarantees?



**It's pest control.**

**Does having the best really matter?**

*Yes.*

Food plants and warehouses can offer everything a pest needs – food, moisture, shelter and comfortable temperatures. Consequently, food facilities face intense pest pressure, often year-round.

You need a real expert with real knowledge of your facility and changing audit standards – someone who can help you keep pests out while navigating the requirements of auditors like AIB International, NSF, Silliker, ASI and YUM! Brands, plus newer standards recognized by the Global Food Safety Initiative (GFSI) like BRC and SQF.



## Why choose Orkin as your audit partner?

### 3 SIMPLE REASONS TO CHOOSE ORKIN

1

Our Gold Medal™ Protection program is designed specifically for audited facilities like yours.

2

We have the breadth and depth of experience in your industry to deliver reliably and with outstanding results, no matter where you are.

3

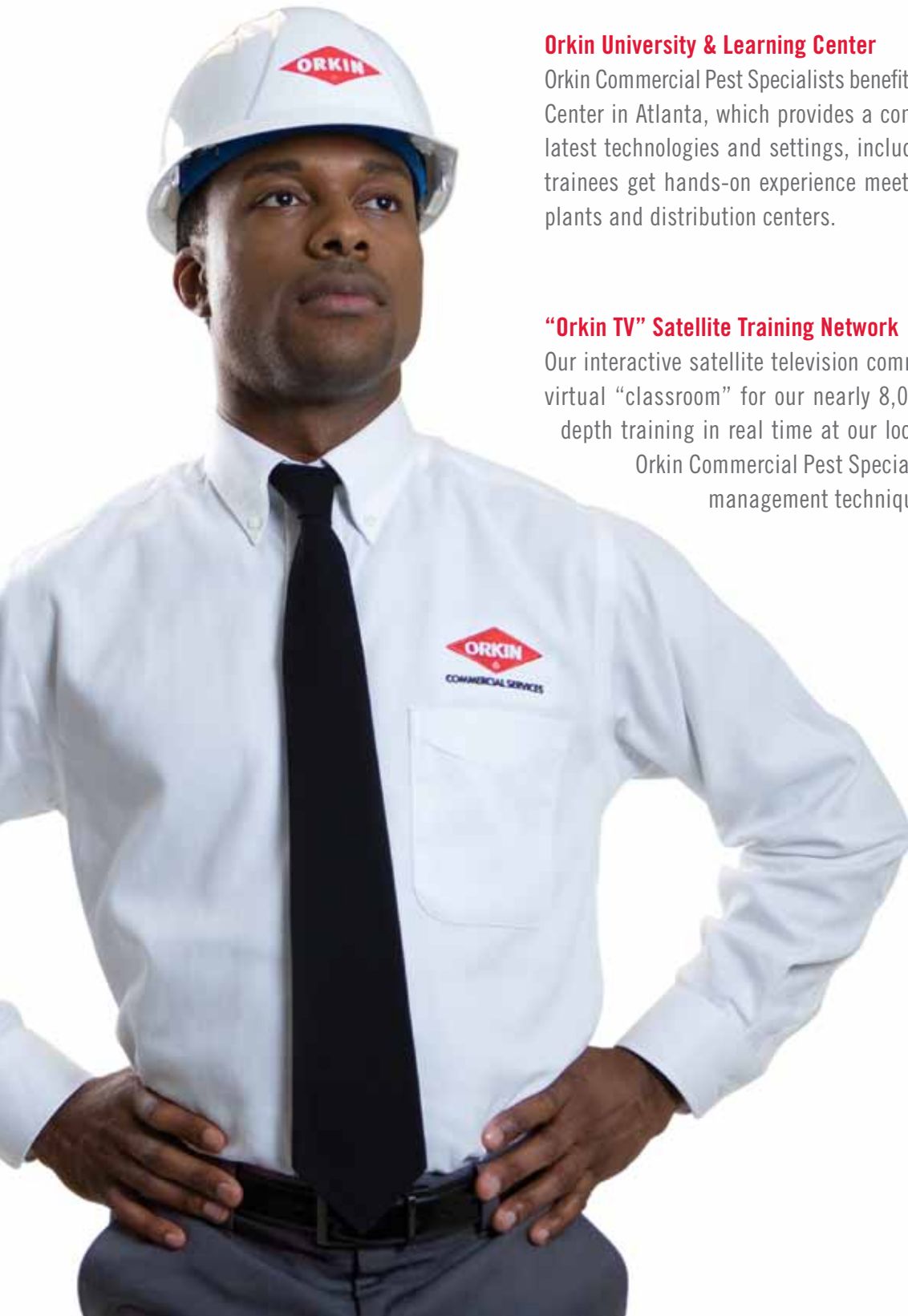
You want to improve your pest management scores on audits.



## 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 classwork from Purdue University.
- Service protocols and techniques that conform to all major food safety audit standards.
- Understanding federal, state and local regulatory requirements.



### **Orkin University & Learning Center**

Orkin Commercial Pest Specialists benefit from the Orkin University & Learning Center in Atlanta, which provides a complete training experience with the latest technologies and settings, including a mock food warehouse where trainees get hands-on experience meeting the special challenges of food plants and distribution centers.

### **“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



### Specialized Expertise

In addition to a highly trained pest specialist, you'll have access to a deep bench of nationally recognized experts to help solve any pest problem and make sure you are ready for your next audit.



### Regulatory Knowledge

Your Orkin Commercial Pest Specialist will be well versed in audit standards from AIB to BRC to SQF, as well as HACCP protocols, Good Manufacturing Practices (GMPs) and federal, state and local regulations. Keeping up with all the latest audit standards can be a challenge, so we'll make it our job to keep you up to speed.



### Latest Tools and Techniques

The science of pest management is always evolving, and the Orkin University & Learning Center 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. Communication is critical to a successful partnership and preventing pest problems before they appear.



### 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](http://orkincommercial.com). This means it's easy for you to stay abreast of the latest industry trends and requirements.



### Security

Orkin is bonded, and every Orkin Commercial Pest Specialist is screened and randomly drug tested, so you can have complete confidence in The Orkin Man™.

## How Gold Medal™ Protection prepares you for audit success

### Proven approach to keeping pests out

Your Orkin Commercial Pest Specialist will follow strict Integrated Pest Management protocols that meet or exceed your auditors' standards and are proven to help keep pests in their place (see "Orkin's A.I.M. Approach to IPM" on facing page).

### Audit-ready documentation

Comprehensive documentation is a cornerstone of Gold Medal™ Protection. Your Gold Medal™ Work Center – on-site at your facility – will house service reports, pest monitoring logs, corrective action reports, trend analysis and pesticide usage reports. Pest Sighting Memos on the outside of the Work Center give your team a way to report pest sightings between services so your Orkin Commercial Pest Specialist can follow up quickly.

### PowerTrak™

For clients who need even faster capture and centralized reporting of important pest management data, the PowerTrak™ system delivers it. Captured on hand-held devices from bar codes throughout your facility and using our proprietary pest monitoring software, data is stored and managed in a central database for easy, online access to pertinent information such as:

- Services performed
- Pest activity and trends
- Structural, storage and sanitation issues and recommendations
- Pesticide usage log



With PowerTrak™, you will have access to pest reports and services performed and can customize the information you receive exactly how you want. You can even build in hierarchy access so that staff members at your facility, or other facilities, can access the reports they need to see.

### On-site audit support

Before, during and after your third-party audit, Orkin can be on-site to answer questions and otherwise assist with the pest control portion as needed. We'll work with you to review all pest control documentation and ensure material safety data sheets, pest sighting log books, treatment information and copies of technician licenses and insurance are up-to-date.



We'll also provide you with pest control reminders ahead of your audits when you sign up at [myauditprep.com](http://myauditprep.com), so you can be prepared for your auditor's visit. The bottom line: we want to make sure you succeed.



## 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 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 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



### 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.





### Termite Control

Termites may be small, but an infestation can cause very expensive structural damage. With Orkin's vast knowledge and experience, we will develop a customized business solution to either help protect you against a future infestation or to help rid your facility of an existing one. And, we can work with you on a treatment plan with 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.



### 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 can work with you to seal potential pest entry points and help keep pests in their place.

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

## Choose a partner connected to your industry

We believe it's important to be involved in our clients' industries. Orkin supports the following organizations through memberships, sponsorships or educational work:

- American Association of Meat Processors (AAMP)
- American Meat Institute (AMI)
- International Association for Food Protection (IAFP)
- International HACCP Alliance
- International Dairy Foods Association (IDFA)





We also partner with The IPM Institute of North America and NSF to present the annual Gold Medal™ IPM Partner Awards, recognizing Gold Medal™ Protection customers for outstanding commitment to their IPM partnership with Orkin, judged on:

- Vigilant sanitation
- Thorough pest documentation by staff
- Prompt adherence to recommendations
- Staff participation in IPM training

Since its inception in 2004, the annual awards have recognized dozens of facilities across the United States and Canada and have been covered by a number of food industry publications.

“ We’re excited to see so many facilities using IPM as part of their sustainability initiatives. By using non-chemical methods of prevention first, [Gold Medal™ IPM Partner Award] winners are creating the cleanest, healthiest environments at their facilities. ”

Thomas Green, Ph.D.  
President  
The IPM Institute of North America

## How will you know you're getting the best?

As a Gold Medal™ Protection customer, you'll benefit from Orkin's stringent 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.

### ✓ Regular Service Audits

Three times a year, an Orkin Manager will visit your facility 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 facility inspections. 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.

# 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 the amount of the fines paid.** Also, as a Gold Medal™ customer, we stand behind you during your food safety audits. In the event that you fail your third-party food safety audit solely due to the pest management portion, Orkin will immediately develop and implement an action plan to address gaps noted by the auditor and will pay for that auditing company to come back and re-audit your facility within 60 days of the initial audit.

## 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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## Are you ready to upgrade to Gold Medal™ Protection?

Call 1-800-ORKIN NOW for a free, on-site consultation by an Orkin Commercial Pest Specialist and find out why Orkin is trusted by more businesses in North America than any other pest management provider.



COMMERCIAL SERVICES

1.800.ORKIN NOW

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