



## NATURAL ALTERNATIVES INTERNATIONAL AND ORKIN: A "NATURAL" SOLUTION FOR KEEPING PESTS AT BAY



*At Natural Alternatives International, Inc. (NAI), the clock never stops when it comes to keeping pests out of the company's facilities. A leading formulator and manufacturer of customized nutritional supplements, NAI ships and receives with more than 25 countries to*

*fulfill the nutritional needs of customers worldwide – all while meeting their unique audit standards.*

*NAI's state-of-the-art manufacturing facility in San Marcos, Calif., is open 20 hours a day, six days a week, so there is little time to stop for pests. And*

*with international pests trying to smuggle themselves into the 25,000-square-foot warehouse on ingredient shipments, proper identification from a trusted expert is key to detecting and correcting problems quickly.*

*According to Mike Larsen, Facilities and Security Manager, NAI has partnered with Orkin Commercial Services for more than 10 years to help keep pests in their place – and help keep customers happy.*

*Orkin spoke with Mike by phone about the importance of effective pest management in the pharmaceutical/nutraceutical setting. Following is an edited transcription of the interview.*

### **Why is effective pest management so important to NAI?**

*"Our products are made from dry powders, which are easy for pests to infest, and we bring in raw materials from all over the world on a daily basis. Sometimes pests incubate and hatch in shipments we've received. If pests do turn up in our warehouse, Orkin helps us identify and remove them rapidly. Not only can Orkin's entomologist tell us, 'This species did not originate here,' but he can determine*

*if an exotic bug is native to China, New Zealand, Europe, or wherever. We can then go right to the pallet that came in from that country and get it out of the building. Being accurate and timely with those identifications is key."*

### **Why did you choose Orkin as your pest management provider?**

*"When I started with NAI more than 10 years ago, we had a very small pest control program. As our business has grown and our requirements changed, so has Orkin's level of service. We see value in our investment with Orkin. We choose to renew year after year, and we are very pleased with the service."*

### **How would you describe your partnership with your Orkin Pest Specialist?**

*"It is a true partnership among Orkin, us and our clients. Our Orkin Pest Specialist knows our people and facility very well, and he knows the potential for pest problems. A great deal of*

*communication goes on to make the relationship seamless and effective. He helps me in my job as facilities manager by providing a second set of eyes."*

### **What aspect of Orkin's service is most important to you?**

*"I like that Orkin audits our program on an annual basis. We adhere to the U.S. FDA's current Good Manufacturing Practices, NSF standards, and standards set by the Therapeutic Goods Administration of Australia, which is similar to the U.S. FDA. Also, we're audited by our customers and potential customers – so we have to meet the standards of many different countries. Our procedures and documentation have to be perfect. With Orkin, things don't get skipped."*

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**Mike Larsen**  
Facilities & Security Manager  
Natural Alternatives International