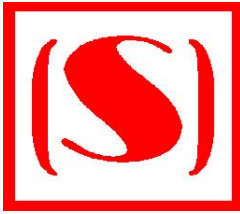




SAFeway MILK AND ORKIN COMMERCIAL SERVICES: AWARD-WINNING COMMUNICATION MAKES PEST CONTROL "HASSLE-FREE"



Safeway's 80,000 square-foot Denver milk plant produces more than 450,000 gallons of milk and 275,000 pounds of cheese per week for the company's private label program. The cheese products are sent to more than 1,800 locations in approximately 10 states and three Canadian provinces; the milk

products are distributed to nearly 150 stores in the company's Colorado region.

Like many food and beverage processing facilities, the Safeway plant is an inviting target for pests looking for food and shelter. In the interest of food safety, Safeway needed a reliable pest management program that would keep pests – and the diseases they carry – away from production lines.



DOCUMENTATION AND COMMUNICATION CRITICAL TO FOOD SAFETY

Given the enormous size of Safeway's facility, it was imperative that their pest management provider be able to provide detailed reports of pest activity and countermeasures throughout the plant, and communicate any potential vulnerabilities before they became a bigger problem.

The answer: Orkin Gold Medal Protection. Specifically designed to meet the strict regulatory environment of the food processing industry, Gold Medal Protection provides detailed service documentation

and written recommendations after every visit. And Safeway responds.

"The communication between our two companies is seamless – when we make recommendations, Safeway responds immediately," said Bob Henry, operations manager for Orkin's Denver Commercial Services branch. "Likewise, when Safeway has a concern, we listen and take action right away."

Communication becomes even more important when challenges arise. For example, when Orkin began working with Safeway, the company had a fly program in place that was not entirely effective, for several reasons. The fly lights were outdated, the bulbs had never been changed and the settings were too high.

Orkin recommended a new system of fly control, and Safeway responded,

installing new fly lights and implementing a system of glow sticks. To make sure the new program would be effective, Orkin representatives met with Safeway's employees to train them on how to monitor for flies in sensitive areas, like shipping and receiving. Soon after the new fly program was implemented, the fly population dropped dramatically.

GOLD MEDAL IPM PARTNER AWARD WINNER

The Denver Safeway Milk Plant received a 2004 Gold Medal IPM Partner Award from The IPM Institute of North America and Orkin for extraordinary dedication to open communication with Orkin's

team, thorough documentation of pest sightings and responsiveness to Orkin's IPM recommendations

"Orkin has made pest control hassle-free, and provides us with detailed documentation, which I appreciate."

– Denise DuFresne, Quality Assurance Supervisor, Safeway Milk Plant (Denver, Colorado)