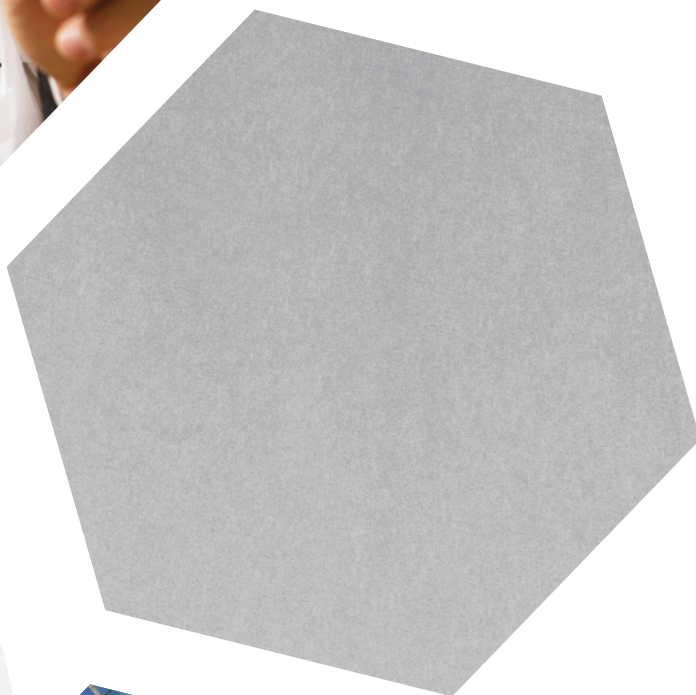


PEST  
CONTROL  
DOWN  
TO A  
SCIENCE.™



OFFICE  
PRECISION  
PROTECTION™







## PEST CONTROL DOWN TO A SCIENCE.™

You don't let just anyone lease space in your property. You want tenants whose reputations add real value. Shouldn't your pest management provider's reputation do the same?

At Orkin, we believe the more we know about pests and why they do what they do, the better we can do what we do. And when both the satisfaction of your tenants and your property's reputation are on the line, you need customized, minimally invasive pest control treatments to help keep pests and the damage they can do far away.

We understand that no two properties are exactly alike, so when you choose Orkin's Office Precision Protection™, you choose a program that addresses your property's specific needs. We'll start with a comprehensive, on-site inspection and deliver scientifically based solutions that help provide unparalleled results to meet your needs.



## Award-Winning Training

### Orkin's Commercial Training Program

The Orkin Man™ is one of the most thoroughly trained pest specialists in the industry with 160 hours of intensive, hands-on instruction in the first year. Orkin has been recognized consistently on *Training* magazine's prestigious Top 125 list and has been featured among the magazine's Editor's Choice honorees. The bottom line: you can rest assured you're getting effective pest management techniques, specifically for your business, delivered by a knowledgeable expert.



### Orkin Learning Center

Orkin Commercial Pest Specialists benefit from the Orkin Learning Center in Atlanta, which provides a complete training experience with the latest technologies and settings. Orkin's Commercial Pest Specialists face "real life" pest control scenarios in a 13,000-square-foot space that includes model break rooms, locker rooms, a rooftop and property signage to help our professionals understand the unique challenges of office establishments.

### Orkin TV

Our interactive 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 receives specialized training for servicing office properties no matter where they are.



**Our service manager and service technician have done an excellent job of consistently delivering and following through on Orkin's promise.**

**- Seth D. Wiesel**  
Administrator  
Regents Park at Aventura





**ORKIN**  
®

**ORKIN**  
®  
COMMERCIAL SERVICE







## Built to Suit Your Business

### Specialized Expertise

Our Orkin Commercial Pest Specialists are trained to recognize and address the unique pest control concerns found in office properties. Through countless hours of experience servicing properties like yours, The Orkin Man™ has learned how to think like a pest, knows how to catch a pest and is equipped to handle the specific challenges at your property.

### 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 helping to prevent pest problems before they appear. And because your tenants matter most, we focus on handling tenant requests efficiently and professionally.

### Latest Tools and Techniques

The science of pest management is always evolving, and the Orkin Learning Center keeps us on the cutting edge. For our customers, this means constant access to the most recent and effective pest control technologies available and the experts who are on the front lines of the industry.

### 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™.

## We Promise Complete Satisfaction

We back our service with Orkin's Quality Assurance program (as seen in the American Society for Quality's *Quality Progress* magazine), which guarantees your pest management service meets Orkin's high-quality standards — and your own.

### ISO 9001:2008 Certified Corporate Compliance Audits

Orkin employs a National Quality Assurance Team, which utilizes an ISO 9001:2008 certified audit process to ensure proper documented procedures are followed. Close monitoring by the ISO Certification Process reinforces Orkin's documented quality management processes and strict regulatory compliance. (Orkin's Quality Assurance process is certified to be in conformance with ISO 9001:2008 requirements.)

Orkin also has an independent Pest and Termite Control Quality Assurance Department that regularly audits the services provided by our branch offices to ensure they meet the Orkin standard. These audits include:

- On-site Safety & Regulatory Review
- Vehicle Safety Inspections
- Service Equipment Inspections
- Administrative Review
- Personnel Training Requirements
- Client On-site Service Inspections
- Service Standard Adherence (Orkin, AIB International, FDA, USDA, etc.)

## More than a Century of Experience

### Tailored to fit your needs

No other building is exactly like yours. Your pest control program should be just as unique. Off-the-shelf pest control solutions just don't work in buildings like yours. That's why Orkin starts with a comprehensive inspection of your property and applies more than 100 years of scientific research to customize your Office Precision Protection™ program to your needs.

### Protect your reputation – and your bottom line

Pests can be more than a nuisance. The most common pests in offices can cause property damage and harm your reputation. Worst of all, they can directly impact tenant satisfaction. But Orkin's Integrated Pest Management (IPM) approach assesses what attracts pests and implements preventive strategies that help protect your property, your tenants and your business.

### Pest control built for sustainability

Office Precision Protection™ helps you uphold environmental standards and achieve points for LEED or BOMA 360 certification. As a Building Owners & Managers Association (BOMA) International Cornerstone Partner, Orkin understands the distinct challenges facing the property management industry and works closely with the association to develop educational resources on best practices for its members.



**Orkin stands out from other companies because their response time is almost immediate and the pest specialist services each property as if he were servicing his own home.**

**- Jamie Margelot**  
Property Manager  
Nigro Companies



## A.I.M.®: Assess. Implement. Monitor.

Effective pest management is a process, not a one-time event. Through our Integrated Pest Management (IPM) approach, we identify the best program for your needs based on scientific research and custom inspections.

Our methods combine a collaborative and ongoing cycle of three critical activities, so you can rest assured that your property is getting maximum protection with minimum exposure.



### ASSESS

First we inspect, identify and evaluate all the underlying reasons pests can infest your property.

**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 property type, geography and any conditions conducive to pest activity.



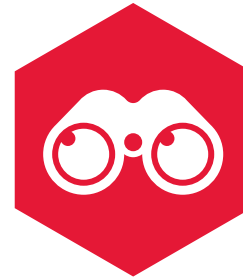
### IMPLEMENT

Cookie-cutter pest management solutions are ineffective. We work 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 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



### PowerTrak™

The Orkin PowerTrak™ system, run on a handheld device, incorporates our proprietary pest-monitoring software to provide the information you need, when you need it. Captured from bar codes throughout your facility, data is stored and managed in a central database for easy, online access to pest management information, including performed services, pest activity and trends, and structural and sanitation recommendations.



### Bird Control

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



### Fly Control

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



### Odor Control

Odors are an unseen deterrent to your business. They can penetrate your atmosphere, bringing unpleasant smells and the unwanted pests they attract to your establishment. Orkin offers a variety of odor control solutions to keep your environment smelling clean. We will conduct a comprehensive site survey to determine the source of your odor problem and recommend the best program to fit your specific need.



**Overall, we're much happier with Orkin than we were with our last provider – but the pests aren't.**

**- Anaiah Spencer**  
Assistant Property Manager  
Brookfield Properties





## Orkin's Triple Guarantee

### 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 2 hours and if needed have someone on-site at your property within 24 hours – guaranteed.

### 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.

### 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.



PEST CONTROL DOWN TO A SCIENCE.™

**LOOKING FOR WAYS  
TO IMPROVE YOUR  
PEST MANAGEMENT  
PROGRAM?**

Turn to the pest management provider who will provide your Class “A” space with Class “A” pest control. For more information on how you and your tenants can benefit from Orkin service, call **1.800.ORKIN NOW** for a free, on-site consultation from an Orkin Commercial Pest Specialist.



OFFICE  
PRECISION  
PROTECTION™



**1.800.ORKIN NOW**  
**[orkincommercial.com](http://orkincommercial.com)**