

Green Mountain Coffee Roasters, Inc. and Orkin: Award-Winning Pest Control for an Award-Winning Brand

As a leader in specialty coffee and coffee makers, Green Mountain Coffee Roasters, Inc. (GMCR), has a strong focus on socially responsible business practices. Not only does the company strive to create sustainable products, but it works to empower its employees and communities and create a resilient supply chain by working hand-in-hand with its producers and suppliers. It's easy to see why Orkin's proactive and environmentally friendly Integrated Pest Management (IPM) approach is a fit for this sustainable-focused company.

Since 2005, GMCR's Vermont facilities in Essex, Williston and Waterbury have partnered with Orkin to help ensure a pest-free environment in the production of its high quality products. The company sources, produces and sells more than 30 beverage brands and 250 quality beverage varieties for its Keurig® single cup brewing system, including Snapple, Swiss Miss, and of course, Green Mountain Coffee. GMCR's commitment to quality resulted in an IPM Partner Award, presented by Orkin, The IPM Institute of North America and NSF, which recognizes outstanding IPM partnerships.

To learn more about GMCR's pest management program success, we spoke with Quality Engineer 1 SQF Practitioner Suzette Murray at the Waterbury facility. Here is an edited transcription of that interview.

This award is the result of our employees' and Orkin's ongoing dedication to quality.

— Suzette Murray
Quality Engineer 1 SQF Practitioner

Why is IPM so important to your facility?

As a consumer packed goods company, food safety is paramount to our success. IPM protects food safety and ensures our product quality by focusing on prevention, ongoing monitoring and inspection to

Why do you think your facility won this award?

This award is the result of our employees' and Orkin's ongoing dedication to quality. All of our Vermont manufacturing facilities partner with Orkin to manage pest control through preventive measures. These include identification and correction of entry points, as well as elimination of pest habitats, food sources and breeding areas. But it's more than just the tactical elements of the program that make it award winning; we rely on Orkin's knowledge and expertise for quarterly reviews and specialized training for our staff.

maximize control. We meet on a weekly basis with our Orkin Commercial Pest Specialist to discuss any opportunities for improvement.

What results have you seen from your partnership with Orkin?

We've seen employee awareness increase, which is helpful since pest management relies on a strong partnership. Since implementing an IPM program, we've also lowered our pest pressure. Orkin's Gold Medal QA™ package allows us to review pest trends and data so we can continually improve the program.

Why do you continue to work with Orkin?

We appreciate their understanding of our dedication to quality and safety at our facilities. Few things are more important than maintaining our high standards of quality assurance, of which pest management is a critical component.



The team at Green Mountain Coffee Roasters, Inc. takes a group shot with their Orkin service team following an awards ceremony.



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