

# PETCO DISTRIBUTION CENTER #382 AND ORKIN: AWARD-WINNING PEST CONTROL FOR A LEADING PET SPECIALTY RETAILER

As a leading specialty retailer of premium pet food, supplies, services and companion animals, Petco places a strong focus on nurturing powerful relationships between people and pets. In fact, the company is guided by their vision: **“Healthier Pets. Happier People. Better World.”** As part of their pursuit of this vision, Petco joined forces with Orkin in 2008 to reinforce its strong emphasis on food safety in their distribution centers.

Located in Portland, Ore., Petco Distribution Center (DC) #382 is one of the retailer’s 10 distribution centers in the United States. Through Orkin’s proactive and environmentally responsible Food Safety Precision Protection™ service, Petco DC #382 has built an outstanding Integrated Pest Management (IPM) program – one that has earned them their first IPM Partner Award, co-presented by Orkin, The IPM Institute of North America and NSF International.

To learn more about Petco DC #382’s pest management success, we spoke with Regional DC Manager Dominic Milillo. Here is an edited transcription of that interview:

## **Why is Petco DC #382 a deserving winner of the IPM Partner Awards?**

Over the years, our facility’s team has strived to create the best partnership with Orkin by working together and being proactive in preventing pest issues that could impact our customers and our brand. Working with Orkin, we have strengthened our food safety program to a level that makes us extremely proud. Additionally, Orkin has helped guide our facility toward achieving our goal of becoming pest-free by integrating sanitation, ongoing inspections and proactive prevention tactics. One of the keys to our success has been the high-level engagement and communication we have with Orkin.

**We are pleased with the trusting partnership we have built together, as it has allowed us to continue providing our customers with healthy and high-quality food for their beloved pets.**

— **Dominic Milillo,**  
Regional DC Manager



## **Why is IPM so critical to Petco DC #382’s business?**

Our business is dedicated to providing safe and high-quality products to pet parents – our customers. Because our facility stores high-quality pet food, which can easily attract pests, it is critical for us to partner with Orkin on IPM best practices. We are pleased with the trusting partnership we have built together, as it has allowed us to continue providing our customers with healthy and high-quality food for their beloved pets.

## **How do you partner with Orkin to execute the pest management efforts at the facility?**

Since we always strive to stay updated on pest-related issues and trends around the country, Orkin works with us weekly to monitor our facility for any pest related activity. Additionally, our Orkin team is always willing and ready to work with our team to teach and implement new techniques that are more effective and environmentally responsible. Furthermore, we participate in annual IPM training sessions with Orkin, as well as monthly calls with other Petco distribution centers and their Orkin teams.

## **What results has your award-winning partnership achieved?**

Thanks to Orkin, our facility is always aware of new trends in pest management, from IPM techniques to seasonal and geographic pest pressures. The facility, food safety and leadership teams believe the distribution center stays in top shape due to Orkin’s constant and timely communication with our teams. Petco DC #382 has achieved an outstanding audit record and continues to maintain the facility’s high sanitation and pest management standards.



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