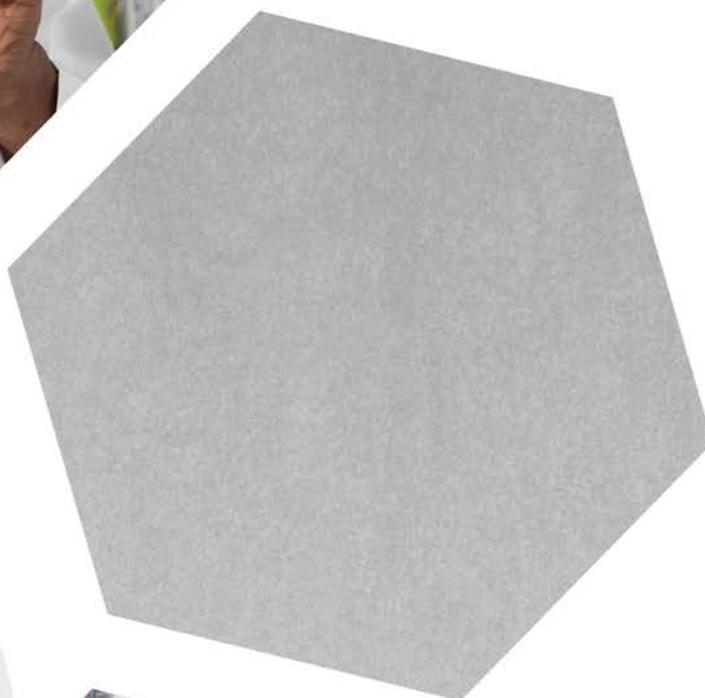


PEST  
CONTROL  
DOWN  
TO A  
SCIENCE.™



FOOD SAFETY  
PRECISION  
PROTECTION™





**ORKIN**  
®  
COMMERCIAL SERVICES



## PEST CONTROL DOWN TO A SCIENCE.™

Thorough and effective pest control is fundamental to your performance on third-party audits. That's why you need an expert.

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 in sensitive food processing environments like yours, it takes a scientific approach.

We understand that pests and the pathogens they carry must be kept far away from your products to prevent foodborne illnesses and that it should be done with minimally invasive pest control treatments. So when you choose Orkin's Food Safety Precision Protection™, you'll get a program that is designed specifically for the food manufacturing industry. It comes complete with Orkin Gold Medal QA™, a system of comprehensive documentation and audit support anytime you need it.

Let us be your partner, and we'll combine our deep knowledge of food safety standards with our scientific approach to help you hit a home run on every third-party audit.

**Choose Orkin and get more than an exterminator. Get an expert.**

## A Name You Can Trust

Since 1901, Orkin has been protecting businesses by combining a deep, scientific knowledge of pests with a thorough understanding of each customer's unique needs.

Today, Orkin is trusted by more businesses in North America than any other pest management provider, serving more than 1.7 million clients. With more than 400 locations across the world, you can be confident Orkin will provide high-quality, consistent service – no matter where you are.

Why take a risk when you know Orkin will apply more than a century of experience to your pest management program, all backed by one of the industry's most comprehensive guarantees?

## It's pest control. Does having the best really matter?

*Yes.*

Food plants and warehouses can offer everything a pest needs – food, moisture, shelter and comfortable temperatures. Consequently, food facilities face intense pest pressure, often year-round.

You need a real expert with a deep understanding of your facility and changing audit standards – someone who can help you keep pests out while navigating the requirements of auditors like AIB International, NSF, Silliker, ASI and YUM! Brands, plus newer standards recognized by the Global Food Safety Initiative (GFSI) like BRC and SQF.

### 3 REASONS TO CHOOSE ORKIN AS YOUR AUDIT PARTNER

1

Our Food Safety Precision Protection™ program is designed specifically for audited facilities like yours.

2

We have the breadth and depth of experience in our industry – and with pests – to deliver reliably and with outstanding results, no matter where you are.

3

We're prepared to be with you every step of the way – before, during and after your third-party audit.





“

The thoroughness that Orkin goes through in their service is unparalleled. I've been working around the pest control industry for almost 30 years, and I know what we need. Orkin provides all that, and more.

- Pat Hurley  
Director, Technical Services  
Spangler Candy Company



## It Takes a Lot to be The Orkin Man™

At Orkin, we have invested millions to develop award-winning training programs that extend well beyond the classroom. Our Orkin Commercial Pest Specialists complete 160 hours of hands-on training in their first year, including:

- Formal accredited classwork from Purdue University
- Service protocols and techniques that conform to all major food safety audit standards
- Understanding federal, state and local regulatory requirements



### **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, including a mock food warehouse where trainees get hands-on experience meeting the special challenges of food plants and distribution centers.

### **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 is up to date on the latest pest management techniques, no matter where you are.

## What Orkin's Training Excellence Means to You



### Specialized Expertise

In addition to a highly trained pest specialist, you'll have access to a deep bench of nationally recognized experts to help solve any pest problem and make sure you are ready for your next audit.



### Regulatory Knowledge

Your Orkin Commercial Pest Specialist will be well-versed in audit standards from AIB to BRC to SQF, as well as HACCP protocols, Good Manufacturing Practices (GMPs) and federal, state and local regulations. Keeping up with all the latest audit standards can be a challenge, so we'll make it our job to keep you up to speed.



### 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 clients, this means constant access to the most recent and effective pest control technologies available.



### 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 preventing pest problems before they appear.



### Training Assistance

Our clients benefit from free training resources, expert articles and even on-site IPM trainings for their staff, all accessible via [orkincommercial.com](http://orkincommercial.com). This means it's easy for you to stay abreast of the latest industry trends and requirements.



### 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™.

## How Orkin's Food Safety Precision Protection™ Prepares You for Audit Success

### Proven approach to keeping pests out

Your Orkin Commercial Pest Specialist will follow strict Integrated Pest Management protocols that meet or exceed your auditors' standards and are proven to help keep pests in their place (see Orkin's A.I.M. approach to IPM on facing page).

### Audit-ready documentation

Comprehensive documentation is a cornerstone of our Food Safety Precision Protection program. Your Orkin Gold Medal QA™ Work Center – on-site at your facility – will house service reports, pest monitoring logs, corrective action reports, trend analysis and pesticide usage reports. Pest Sighting Memos on the outside of the Work Center give your team a way to report pest sightings between services so your Orkin Commercial Pest Specialist can follow up quickly.

### PowerTrak™

For clients who need even faster capture and centralized reporting of important pest management data, the PowerTrak system delivers it. Captured on hand-held devices from bar codes throughout your facility and using our proprietary pest monitoring software, data is stored and managed in a central database for easy, online access to pertinent information such as:

- Services performed
- Pest activity and trends
- Structural, storage and sanitation issues and recommendations
- Pesticide usage log



With PowerTrak, you will have access to pest activity and service reports, and can customize the information you receive exactly how you want. You can even build in hierarchy access so that staff members at your facility, or other facilities, can access the reports they need to see.

### On-site audit support

Before, during and after your third-party audit, Orkin can be on-site to answer questions and otherwise assist with the pest control portion as needed. We'll work with you to review all pest control documentation and ensure material safety data sheets, pest sighting logbooks, treatment information and copies of technician licenses and insurance are up-to-date.



We'll also provide you with pest control reminders ahead of your audits when you sign up at [myauditprep.com](http://myauditprep.com), so you can be prepared for your auditor's visit. **The bottom line: we want to make sure you succeed.**

## A.I.M.<sup>®</sup>: 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



### 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 business, utilizing treatment components such as light traps, baiting, chemical controls and exclusion to help control fly infestations.



### Odor Neutralizer

Orkin Actizyme® Odor Neutralizer is a professional odor control service that helps eliminate airborne odors right at their source. Its all-natural solution is a hybrid compound that physically alters the shape of the odor molecule. The result is increased breakdown of organic matter. It is completely non-toxic, biodegradable and non-allergenic. Orkin Actizyme Odor Neutralizer is available for use with indoor and outdoor dumpsters, as well as trash chutes with existing wash systems.



### Sanitation

Orkin Actizyme Floor and Drain Cleaner is a professional cleaning solution that uses naturally occurring enzymes and beneficial bacteria to safely dissolve greasy buildup in pipes, cracks and crevices. Orkin Actizyme Floor and Drain Cleaner helps eliminate grime and odors and helps prevent the pests that are attracted to them.



**I am constantly impressed by the level of involvement Orkin's corporate team takes to ensure TW Garner Food Company's IPM success. Visits from national representatives demonstrate Orkin's commitment to the success of our pest management program, not to mention true pride in their work.**

**- Becky Michael, R&D/Quality Assurance Manager, TW Garner Food Company**



### **Bird Control**

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



### **Mosquito Control**

In as little as 10 days, a single mosquito can multiply into as many as 100. When this happens, not only is it a nuisance, but it can be dangerous to your customers and staff, spreading diseases like West Nile virus, malaria, yellow fever and encephalitis. Orkin's mosquito service is proven to help suppress current and future mosquito activity so you can get back to business.



### **Exclusion**

Pests can enter your facility through doors and small cracks. Adult mice can squeeze through an opening as small as a centimeter wide. Orkin can work with you to seal potential pest entry points and help keep pests in their place.



## Choose a Partner Connected to Your Industry

We believe it's important to be involved in our clients' industries. Orkin supports the following organizations through memberships, sponsorships or educational work:

- American Meat Institute (AMI)
- American Association of Meat Processors (AAMP)
- American Society for Quality (ASQ)
- International Association for Food Protection (IAFP)
- International HACCP Alliance
- International Dairy Foods Association (IDFA)
- National Environmental Health Association (NEHA)





We also partner with The IPM Institute of North America and NSF to present the annual IPM Partner Awards, recognizing Orkin's Food Safety Precision Protection™ customers for outstanding commitment to their IPM partnership with Orkin, judged on:

- Vigilant sanitation
- Thorough pest documentation by staff
- Prompt adherence to recommendations
- Staff participation in IPM training

Since its inception in 2004, the annual awards have recognized dozens of facilities across the United States and Canada, and have been covered by a number of food industry publications.



**We're excited to see so many facilities using IPM as part of their sustainability initiatives. By using non-chemical methods of prevention first, [IPM Partner Award] winners are creating the cleanest, healthiest environments at their facilities.**

**- Thomas Green, Ph.D., President, The IPM Institute of North America**

## How will you know you're getting the best?

As a Food Safety Precision Protection™ customer, you'll benefit from Orkin's stringent quality assurance protocols, which are designed to make sure you're getting the absolute best we have to offer at all times.



### Initial Follow-up Inspection

A follow-up visit by your Orkin Account Manager will be scheduled within 60 days of your initial service to review your IPM program. All findings will be documented and discussed with your designated facility representative.

### Regular Service Audits

Three times a year, an Orkin Manager will visit your facility to review your Orkin Commercial Pest Specialist's reports for the preceding months and make any necessary recommendations to improve your IPM program.

### Annual Quality Assurance Audits

Orkin's Quality Systems Department consists of sanitarians and board-certified entomologists with experience in public health, environmental biology and facility inspections. They will perform annual independent audits of your facility's pest management program.

### Corporate Compliance Audits

Orkin also has an independent Pest and Termite Control Quality Systems Department that regularly audits the services provided by your branch location to ensure they meet the Orkin standard for equipment, training and service.

## VENDOR INSPECTION PROGRAM

As part of Orkin's Food Safety Precision Protection, Orkin can inspect your vendor facilities to ensure that you receive only the safest products. During the inspection, an Orkin manager will confirm proper regulatory and pest management standards are met, and identify improvements vendors should make in order to supply goods to your company.



## 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 facility 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.

As a Food Safety Precision Protection™ customer, we stand behind you during your food safety audits. In the unlikely event that you fail your third-party food safety audit solely due to the pest management portion, Orkin will immediately develop and implement an action plan to address gaps noted by the auditor and will pay for that auditing company to come back and re-audit your facility within 60 days of the initial audit.

### 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.™

**ARE YOU READY TO  
UPGRADE TO FOOD  
SAFETY PRECISION  
PROTECTION™?**

Call **1-800-ORKIN NOW** for a free, on-site consultation by an Orkin Commercial Pest Specialist and find out why Orkin is trusted by more businesses in North America than any other pest management provider.



**FOOD SAFETY  
PRECISION  
PROTECTION™**



**1.800.ORKIN NOW**

**[orkincommercial.com](http://orkincommercial.com)**