

PEST  
CONTROL  
DOWN  
TO A  
SCIENCE.®



RESTAURANT  
PRECISION  
PROTECTION™





## **PEST CONTROL DOWN TO A SCIENCE.®**

As someone who runs a restaurant, you know how much your business depends on a spotless reputation. Count on Orkin to deliver.

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. With more than a century of experience, we have helped protect the reputations of tens of thousands of foodservice establishments by providing customized programs with a scientific approach.

We know that no two foodservice establishments are exactly the same, so when you choose Orkin's Restaurant Precision Protection™, you won't get a cookie-cutter program. We'll start with a comprehensive, on-site inspection and design your pest management program to meet your needs.

We keep your pest control needs top-of-mind so you don't have to, and help you stay a step ahead of health inspections so you are well-prepared for the inspector's next visit.

## More than a Century of Experience

### The Orkin Man® Knows Restaurants

Since 1901, Orkin has been protecting foodservice establishments by combining a deep scientific knowledge of pests with a thorough understanding of each customer's unique needs. We have invested millions to develop award-winning training programs that extend well beyond the classroom. In fact, for more than 10 years, Orkin was featured in *Training* magazine's list of organizations that excel at human capital development.



Our Commercial Pest Specialists complete 160 hours of hands-on training in their first year, including:

- Formal accredited class work from Purdue University.
- Service protocols and techniques that conform to all major food safety and health inspection standards.
- Federal, state and local foodservice regulations.

#### Orkin Learning Center

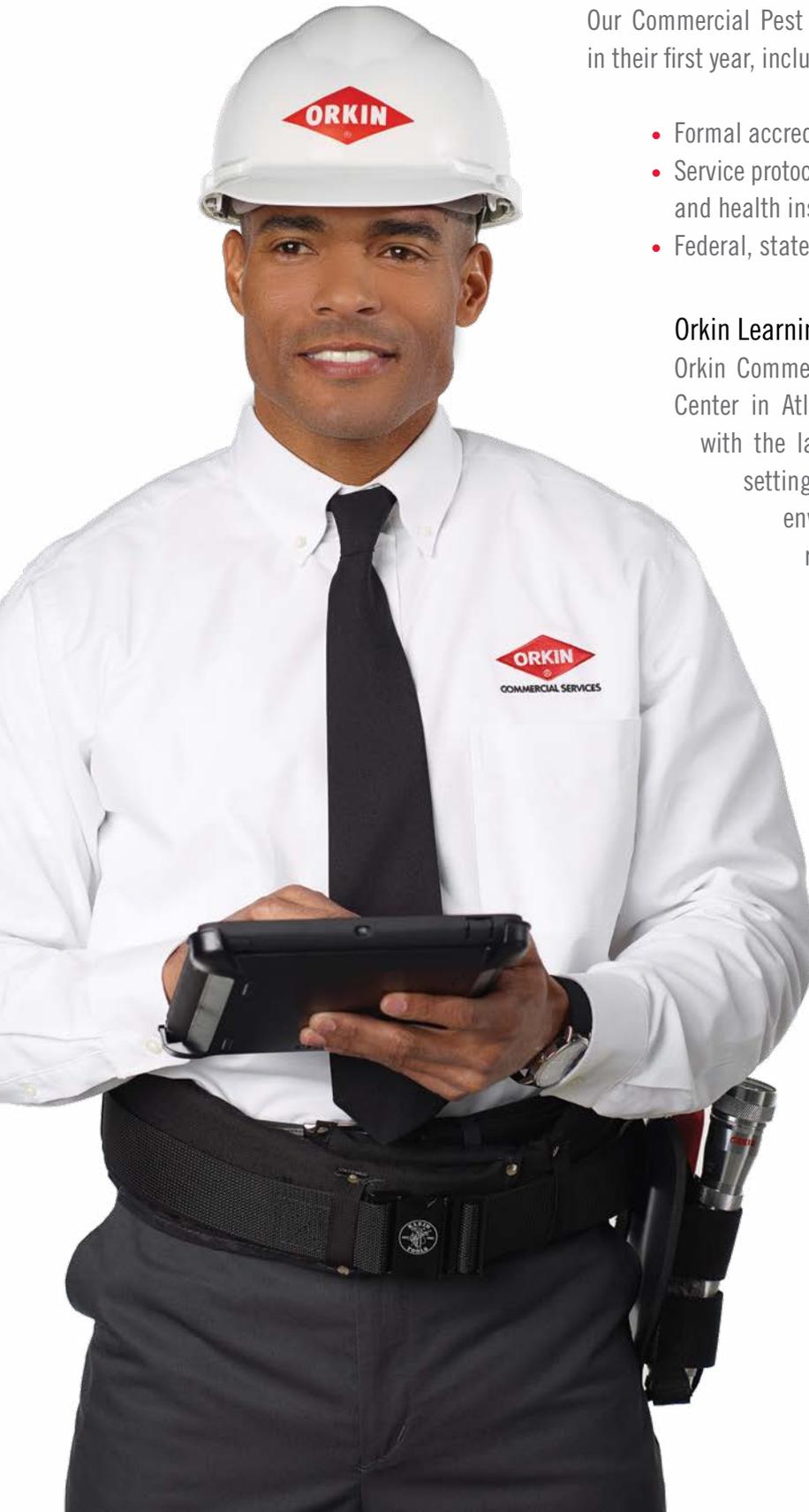
Orkin Commercial Pest Specialists benefit from the Orkin Learning Center in Atlanta, which provides a complete training experience with the latest technologies and settings. Our mock restaurant setting includes a back-of-the-house and front-of-the-house environment, including a mock commercial kitchen, restaurant buffet and wet bar to help our professionals understand the unique challenges of foodservice 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 is up-to-date on the latest foodservice pest management techniques no matter where you are.



## 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 restaurant 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 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.



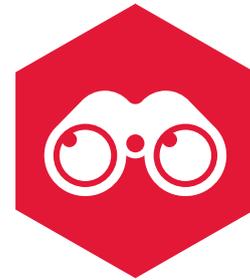
### IMPLEMENT

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.

## Responding to Your Needs

With more than 20,000 foodservice customers across the U.S., Orkin knows what restaurant owners and managers want and need in their pest control programs.

- **Health inspection readiness** – Designed specifically for foodservice establishments, our thorough and science-based pest control approach means you're well-prepared when the health inspector shows up.
- **Discreet service visits** – We schedule our service calls around your business hours to remain as invisible as possible to your diners.
- **Rapid, effective response** – Because pest problems can occur at any time, we provide fast, reliable and high-quality service to help you maintain a cleaner and more pleasant dining environment.
- **Breadth and depth of experience** – Our long-standing presence in the foodservice industry and consistent nationwide service mean we deliver outstanding results, no matter where you are.

## 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 assures 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 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:

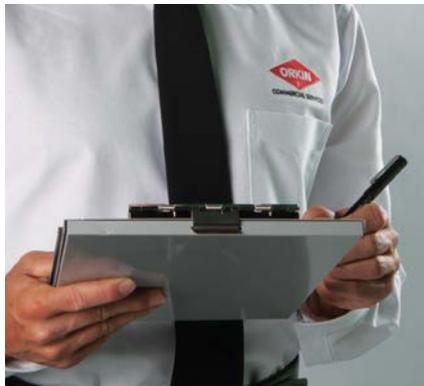
- On-site Safety & Regulatory Review
- Vehicle Safety Inspections
- Service Equipment Inspections
- Administrative Review

## Solutions to Fit Your Specific Needs



### Specialized Expertise

Pest management in foodservice establishments starts with a thorough understanding of pest biology and behavior. Few experts know more about pests and pest management than The Orkin Man®.



### Complete Regulatory Knowledge

Your Orkin Commercial Pest Specialist will be well-versed in federal, state and local health inspection regulations.



### Latest Tools and Techniques

The science of pest management is always evolving, and the Orkin Learning Center keeps us on the cutting edge. For you, this means constant access to the most recent and effective pest control technologies available.



### Security

Orkin is bonded, and Orkin's Commercial Pest Specialists are screened and randomly drug tested, so you can have complete confidence in The Orkin Man.



### Proactive Customer Service

Open dialogue is critical to help prevent pest problems before they occur. Consistent communication and collaboration are the hallmarks of our customer service approach.



### Extensive Documentation

Orkin provides comprehensive and detailed service documentation for you and your health inspector.

## Additional Orkin Products and Services



### Sanitation

For commercial kitchens looking for a low-impact answer to grease and grime, Orkin Actizyme® Floor and Drain Cleaner is a professional cleaning solution that uses naturally occurring enzymes and beneficial bacteria to help break down and dissolve organic compound buildup.



### Dumpster Odor Control

An all natural and non-toxic odor control service, Orkin Actizyme® Odor Neutralizer helps eliminate airborne odors by spraying a solution directly onto waste in foodservice dumpsters, trash chutes and refuse areas, ensuring a more pleasant environment.



### Fly Control

Flies are a nuisance and a health risk in a foodservice establishment. These insects can spread pathogenic bacteria including Staph, E. coli and Salmonella. Flies reproduce quickly, so control is a challenge. Orkin can develop a customized fly control plan utilizing light traps, baiting, chemical controls and exclusion to help prevent fly infestations.

### Restroom Care

Cleanliness in a restaurant restroom is always important when making a lasting impression. Not only can a clean restroom reduce pests, it also helps create a healthier, more appealing environment for customers and employees. Orkin's restroom care portfolio, designed to help with sanitation, is composed of three core products:



**AutoFresh®** is a wall-mounted aerosol-dispensing unit that provides odor control by neutralizing odors rather than masking them, unlike many air freshener products.



**AutoClean®** is a 24-hour continuous toilet fixture cleaning system that saves time and money associated with cleaning and maintenance.



**AutoFlush®** is a sensory system that automatically flushes toilets and urinals after every use.



### 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 restaurant unattractive to problematic birds.



### Termite Control

Termites may be small, but a termite infestation can cause very expensive structural damage. Orkin will develop a customized business solution to protect you against a future infestation or to help rid your restaurant of an existing infestation.



### Exclusion

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



**Orkin has been outstanding for years and I look forward to working with them in the future. Please give “The Orkin Man” our highest regards!**

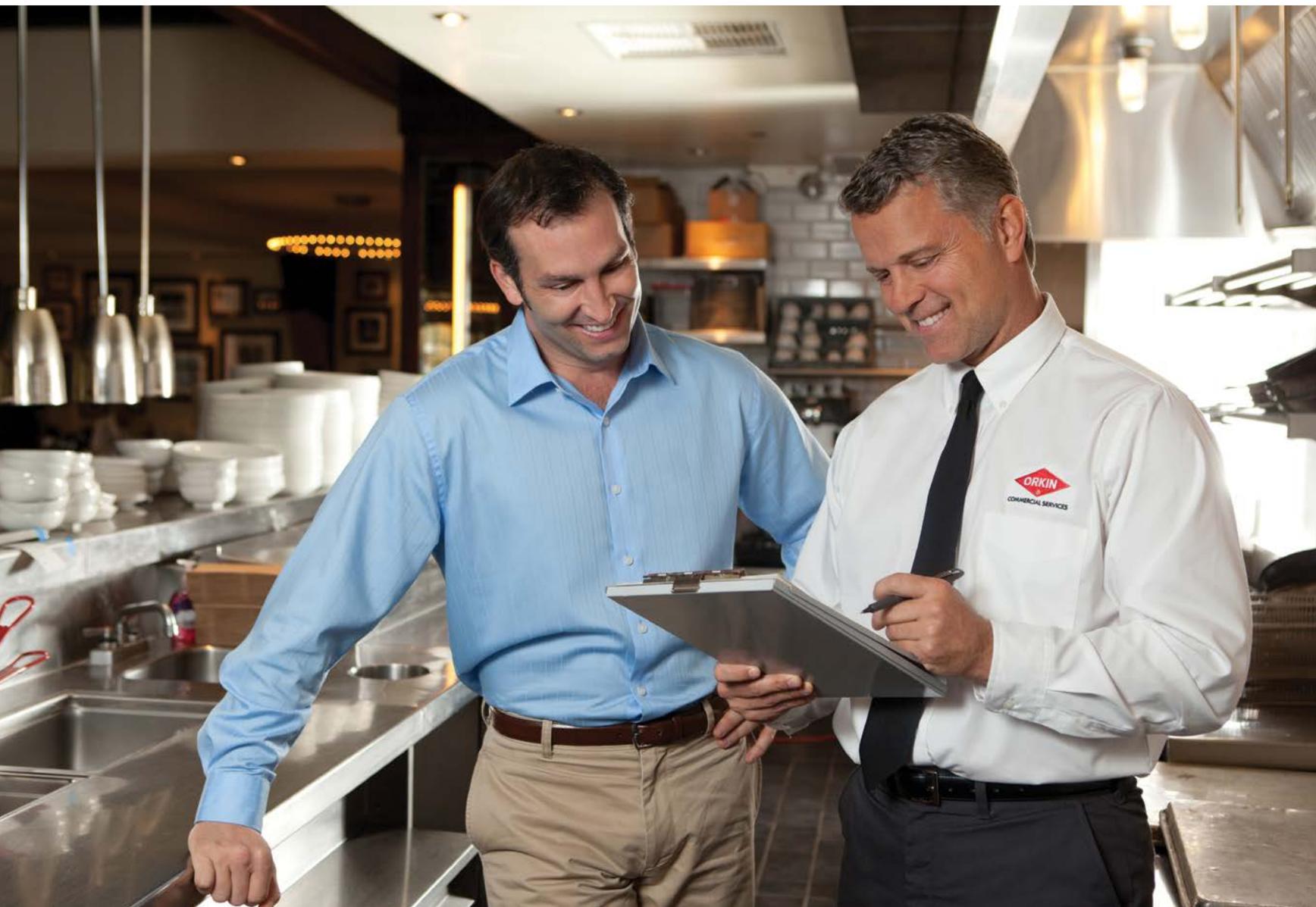
**- Rick Bell,  
Area Supervisor  
Papa John’s of North Alabama**

## Understanding Your Industry

The most important aspect of our business is learning from our customers and strengthening our relationships with them. That's why we are deeply involved in the restaurant and food industries.

Orkin is a proud member of the National Restaurant Association (NRA), National Environmental Health Association (NEHA) and International Association for Food Protection (IAFP), along with many others. We also support numerous state and local restaurant associations and collaborate with the Centers for Disease Control and Prevention (CDC).

In addition, we have partnered with NSF International to develop free educational resources about health inspections that you can download at [orkincommercial.com](http://orkincommercial.com). We value all of these relationships because they give us a way to understand your business better and share our knowledge with you.





## 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.

Should your customer see a roach, rat or mouse in your establishment after 60 days of service, Orkin will:

- Repay either you or the customer, as appropriate, the reasonable charges incurred by the customer at time of sighting.
- Invite the customer back as Orkin's guest for a meal, as appropriate.

### 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 the 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.

**WANT TO HELP  
PROTECT YOUR  
ESTABLISHMENT'S  
HARD-EARNED  
REPUTATION?**

Stay a step ahead of health inspections with Orkin. Call **1.800.ORKIN NOW** or visit **orkincommercial.com** to request 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.



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**1.800.ORKIN NOW**  
**orkincommercial.com**