



# ORKIN

®

PEST  
CONTROL  
DOWN  
TO A  
SCIENCE.™



MULTIFAMILY  
PRECISION  
PROTECTION™



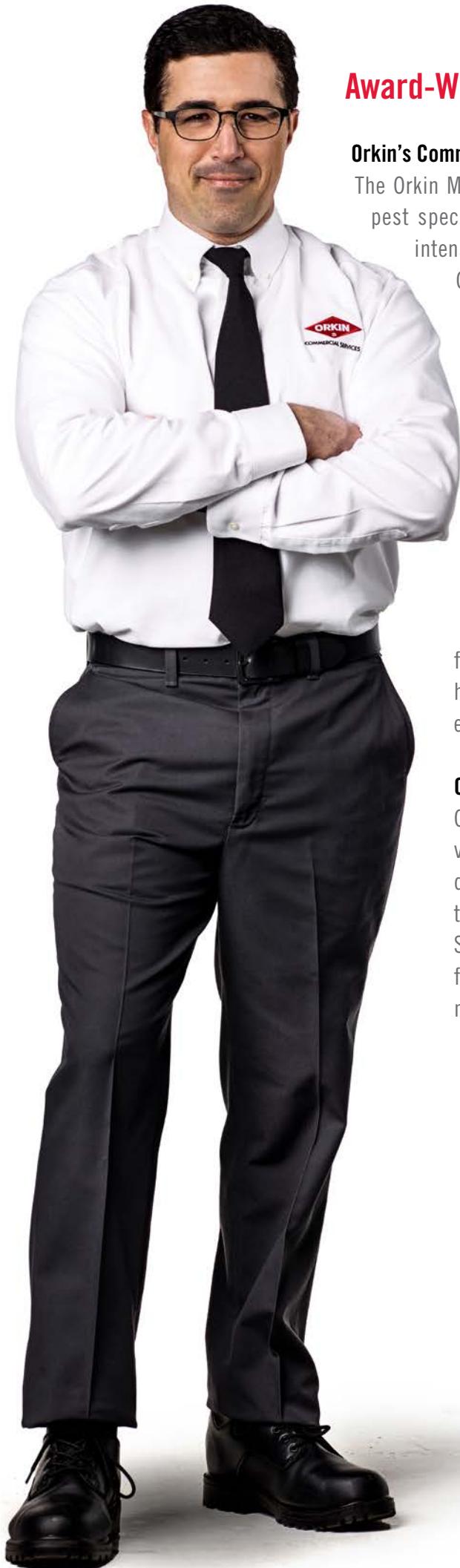


## PEST CONTROL DOWN TO A SCIENCE.<sup>TM</sup>

Your community is more than just walls and a roof to your residents – it's a home. And they deserve to hang up their hats without worrying about pests doing the same.

As an extension of your team, Orkin combines more than 100 years of scientific research and real-world results with the professionalism you expect from your employees. And we don't stop there. Our Orkin Commercial Pest Specialists take the time to get to know you, your staff and your residents, so we're able to provide 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 Multifamily Precision Protection<sup>TM</sup>, we'll start with a comprehensive, on-site inspection and put our scientific solutions to work for you – with a plan made just for your property.



## 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 property and 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 classrooms, cutaway walls and model units to help our professionals understand the unique challenges of multifamily 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 multifamily properties no matter where they are.



## More than a Century of Experience

### Tailored to fit your exact needs

No other community is exactly like yours. Your pest control program should be just as unique. One-size-fits-all pest control solutions just don't work in multifamily housing environments 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 Multifamily Precision Protection™ program to your exact needs.

### A responsive pest control provider is not an amenity – it's a necessity

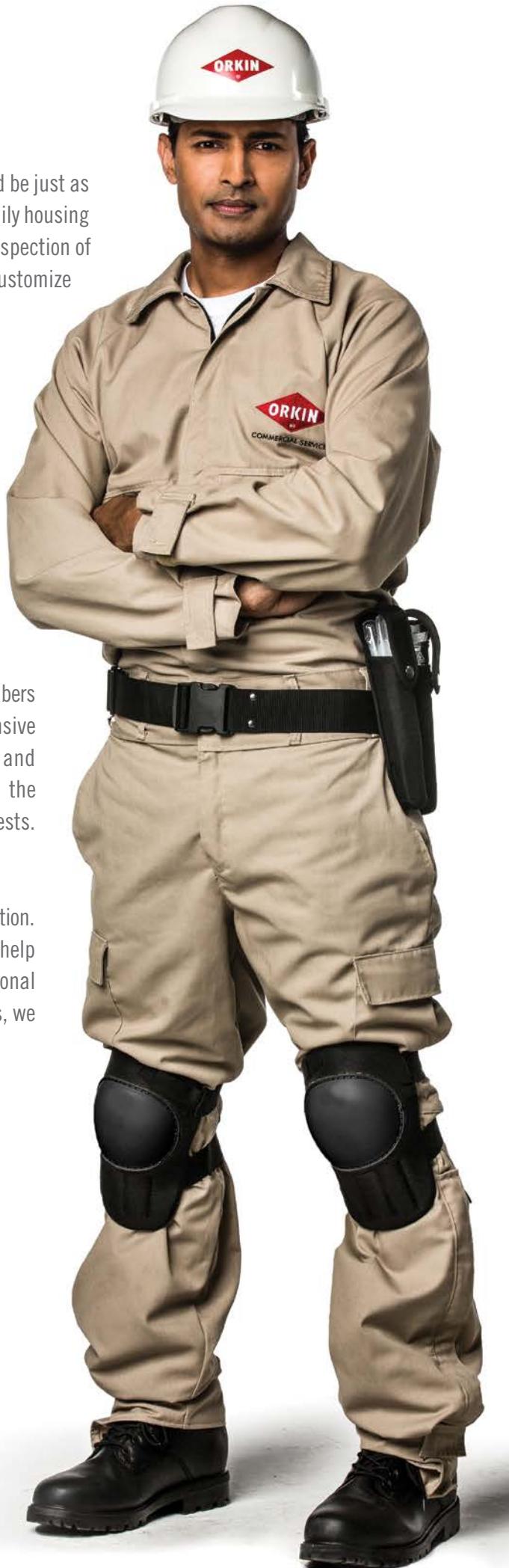
Pests can be more than a nuisance. When left unresolved, pest issues can damage your units and your residents' satisfaction. While Orkin's Integrated Pest Management (IPM) program works to prevent pest problems before they start, our Pest Specialists are always at the ready to handle any emergencies that do arise. Through consistent service and timely response to call-backs, both you and your residents can rest easy knowing Orkin is on call.

### Partnering with NAA to build stronger communities

Orkin has worked with the National Apartment Association (NAA) to help members advance their learning, develop best practices and implement comprehensive IPM programs. Through thought leadership, speaking opportunities and expert articles, we work to inform and equip property managers with the tools they need to create welcoming communities for residents – not pests.

### Making your residents a part of the solution

Pest management in multifamily properties relies heavily on resident cooperation. At Orkin, we work with you to equip your residents with tools that can help prevent pests before they become an issue. You'll have access to educational resources and newsletter content you can share with your residents. Plus, we make communication between you, your staff and your residents easy.



## AIM: 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.



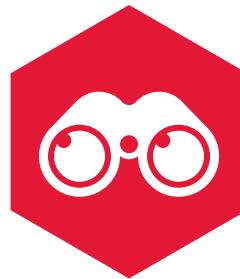
### IMPLEMENT

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.



## What Orkin's Training Excellence Means to You



### Specialized Expertise

Our Orkin Commercial Pest Specialists are trained to recognize and address the most common concerns found in multifamily 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 preventing pest problems before they appear. And because your residents matter most, we focus on handling 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.



### 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 prepare your staff – and even your residents – to respond quickly in the event of a pest sighting.

### 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™.



ORKIN®

ORKIN®  
COMMERCIAL SERVICES

## 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.)

**“ Anytime we have a problem I can pick up the phone and call Orkin. Orkin is extremely responsive, and is always able to dispatch a technician in a reasonable amount of time.**

**- Jack Schroeck**  
HUD Facilities Manager  
The HELP Foundation

## Additional Orkin Products and Services



### Exclusion

Pests can enter your units through doors and small cracks. Adult mice can squeeze through an opening as small as a centimeter wide. Orkin works with you to seal potential pest entry points and help keep pests from taking up residence on your property.



### Bed Bugs

We offer three proactive monitoring services for detecting bed bug infestations before they start: ongoing visual inspections, DNA testing and canine assistance. And with a variety of treatment options such as Orkin Heat™, steam treatment and residual methods, we'll find the perfect solution for your property and your needs. Plus, our complimentary training sessions and materials will help educate you and your staff on spotting telltale signs of a bed bug problem.



### Fly Control

Flies are a nuisance and a health risk in a residential 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 control fly infestations.



### Odor Control

Odors are an unseen deterrent to your property. 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 community 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.



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## 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.



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

There's no place like (a pest-free) home, so turn to Orkin and let us help you and your residents sleep tight. For more information on how you and your residents can benefit from Orkin service, call **1.800.ORKIN NOW** for a free, on-site consultation from an Orkin Commercial Pest Specialist.



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