



# PRECISION + PROTECTION<sup>®</sup>



ORKIN

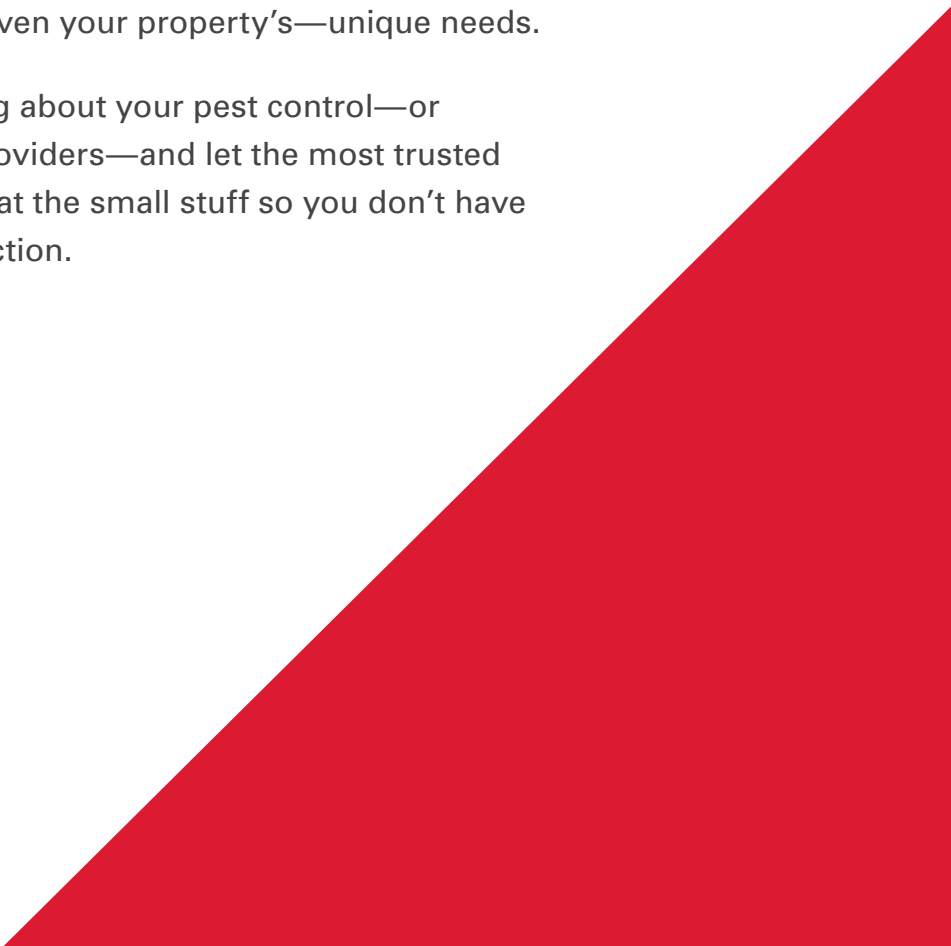
ORKIN  
COMMERCIAL



# ORKIN PRECISION PROTECTION<sup>®</sup>

You take your job seriously, down to the smallest details. It shouldn't be hard to find a pest control provider that can say the same. That's why we created Orkin Precision Protection<sup>®</sup>, a full-service pest control program tailored to your industry's—and even your property's—unique needs.

So, you can stop worrying about your pest control—or unreliable pest control providers—and let the most trusted name in the industry sweat the small stuff so you don't have to. That's Precision Protection.





# THE NATIONAL LEADER ON YOUR TEAM

For well over a century, Orkin® has set the standard for reliability and performance in pest control. How? By keeping our promises—every day, every service.



## 120+ Years of Experience at Your Back

Founded in 1901, we serve more than 2 million customers through more than 500 company-owned and franchised locations across the world. Now, all that experience will be working for you.



## Deep Industry Knowledge at Your Side

You'll benefit from the specialized know-how we've gained from serving thousands of businesses just like yours, with expertise passed down to every Orkin Technician.



## Best-Trained Technicians in the Business

Orkin is known in the industry for award-winning training programs that extend well beyond the classroom. Every Orkin Technician who enters your property will have completed 160 hours of hands-on training in their first year, so you can count on:



### Complete Regulatory Knowledge

Your Orkin Technician is well-versed in your industry's standards and protocols for federal, state and local regulatory requirements.



### Specialized Expertise

Treatment techniques that conform to your industry's standards, backed by formal, accredited classwork from Purdue University and the National Pest Management Association.



### Latest Tools and Techniques

You will have constant access to the most effective and cutting-edge pest control technologies available.



### **Security**

Your confidence in our employees means everything. That's why Orkin® is bonded, and Orkin's Technicians are screened and randomly drug tested.



### **Superior Customer Service**

Expect regular, reliable communication to ensure you, your staff and your Orkin Technician are working together toward the best results.



### **Training Assistance**

Your team will benefit from on-site Integrated Pest Management (IPM) training, as well as free training resources and expert articles accessible at [orkincommercial.com](http://orkincommercial.com).



# IS YOUR BUSINESS GIVING PESTS WHAT THEY WANT?

Pests sometimes care about the little things even more than you. Seemingly tiny cracks and crevices, water and food sources your building has are an open door for pests. This is where we can help.





## Entry Points

Pests can enter your business in many ways, including through doors, windows, vents, plumbing, cracks or holes in walls and floors, or via supplier deliveries.



## Water Sources

Pests require water daily, which means water fountains, restrooms, faulty drains, condensation from air conditioning systems and other types of plumbing within your business can be attractive breeding grounds.



## Food Sources

Even minor sanitation mishaps can provide adequate food for pests. Cockroaches will eat almost anything—from hair to glue used in cardboard boxes.



## Harborage Points

Rodents and cockroaches seek living spaces that are small and dark. Little cracks and crevices throughout your business can provide breeding and living areas for pests.



## Customer and Employee Areas

Areas like break rooms are critical exposure points. Helping to protect your customers and staff from unsightly and unhealthy exposure to pests is essential to your success.





# THEY MAY BE SMALL, BUT THEIR COST CAN BE HUGE

Just one pest can have a financial impact on your business, but a more extensive infestation could cripple your operation's reputation. And since a few pests can multiply quickly once inside, trying to prevent them from getting in is key. Pests can eat away at your profits in many ways:

- ◆ Structural damage
- ◆ Negative customer experiences
- ◆ Damage to raw materials and inventory
- ◆ Transmission of harmful diseases
- ◆ Violation of health regulations
- ◆ Food poisoning
- ◆ Decrease in employee productivity and morale

Did you know your current pest control program could be doing more harm than good, escalating your costs each day? Occasionally spotting pests on your property is normal, but it can also mean your current provider may be applying the wrong materials and amounts — or possibly treating the wrong areas.



# A BETTER WAY TO KEEP PESTS OUT

You deserve a partner that understands your unique business needs—because effective pest control is a process, not a one-time event. Our Integrated Pest Management (IPM) approach identifies the best plan, starting with a comprehensive inspection and creating a customized program to fit your needs.

Using methods that combine a collaborative and ongoing cycle of three critical activities, you can rest assured that you're getting maximum protection with minimum exposure. We call our Integrated Pest Management process A.I.M.<sup>®</sup>: Assess. Implement. Monitor.



## ASSESS

Finding the exact cause of any pest activity at your business should be left to your provider. After our initial inspection, you'll know how you can best protect your property.

### **Comprehensive inspections**

We will detect sanitation issues or structural conditions conducive to pests.

### **Identification of pest activity**

We will examine and report evidence of pest infestation on your property.

### **Risk evaluation**

We will consider your property type, geography and conditions conducive to pest activity.



## IMPLEMENT

Your job demands enough of your attention. We'll develop a custom Precision Protection<sup>®</sup> program with proactive pest control techniques, personalized tips and effective treatment.

### **Focus on prevention**

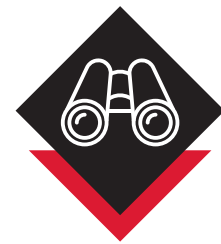
You will receive personalized preventive solutions including exclusion, sanitation and other non-chemical options first.

### **Environmentally responsible**

If a product is needed, your Orkin<sup>®</sup> Technician will select the most effective treatment with the least impact on the environment.

### **Sanitation consultation**

Your Orkin Technician will consult with you to ensure cleaning efforts make a real impact on potential pest "hot spots."



## MONITOR

You deserve complete confidence that your pest control is effective—which is why you'll receive year-round monitoring, documentation and communication.

### **Ongoing protection**

During regular service inspections, your Orkin Technician will monitor for signs of pest activity, look for pest-conducive conditions and ensure that your program is working.

### **Documentation and communication**

After each service, you will receive documentation of all services performed, pest activity tracked and any other recommendations.

# ADDITIONAL ORKIN® PRODUCTS AND SERVICES



## Bird Control

Birds are important members of the ecosystem, but some can be bad for business. Pest birds transmit diseases, cause structural damage and leave hard-to-clean droppings. It's a challenge to deter them from coming home to roost, but you can count on Orkin® to customize a bird control program focused on habitat modification, helping to make your property unattractive to problematic birds.



## Mosquito Control

Mosquitoes aren't just a nuisance; they're capable of transmitting harmful diseases to your customers and staff, including Dengue, West Nile Virus and Zika Virus. In as few as 7-14 days, a mosquito can multiply into as many as 400. Orkin's Mosquito Control service can help prevent mosquito populations from booming by eliminating the source.



## Fly Control

Flies are more than an annoyance—they're pretty much germs with wings. They reproduce quickly and can spread Staph., E. coli, Salmonella and other serious pathogens. Orkin's Fly Control service effectively helps you deal with fly activity at all levels. Our state-of-the-art LED traps draw flies to an internal, non-toxic sticky board and offer upgraded performance, lower maintenance, energy efficiency and are more sustainable than fluorescent insect light traps.



## Bed Bug Services

When you suspect you need bed bug control, there's no time to mess around. That's why you can't roll the dice on a provider who may or may not share your sense of urgency. Orkin can help you detect bed bug infestations before they start with Orkin Bed Bug ProAct®, ongoing visual inspections and canine inspections\*. Your property will benefit from a variety of treatment options, such as OrkinHeat®, steam treatment and residual methods. Plus, you and your staff will be trained to spot telltale signs of a bed bug problem through complimentary training sessions and resources.

\*Check with your Orkin Account Manager for availability.





## Sanitation

If you operate a commercial kitchen, you know that greasy, “filmy” feeling underfoot. You know how problematic a clogged grease trap can be. And you know how hard it is to break up intense grime once it builds up. Our Orkin Actizyme® system uses naturally occurring bacteria and enzymes to safely dissolve even the stickiest, greasiest buildup from floors, drain pipes and equipment—all in an environmentally responsible way. The result is a property that’s much cleaner, safer and less attractive to pests.



## Disinfection

You’ve never been more conscious of how clean your business is in this new era of sanitation, and your customers and employees have high expectations when it comes to preventive health and safety measures. With Orkin’s VitalClean® service, our powerful disinfecting treatment will help remove serious pathogens from your business. So, when you need next-level clean that supports your pest program and a healthy, hygienic business, trust the national leader in pest control.



## Odor Control

Masking odors at your property doesn’t work. So, Orkin® offers environmentally responsible odor control solutions to help prevent odors from happening altogether. You will receive a customized plan that can include solutions like Orkin Actizyme® Odor Neutralizer, Orkin AutoFresh and Orkin AromaBeam. These powerful products will help eliminate any unpleasant odors and provide your staff and customers with a clean and fresh environment.



## Restroom Cleaning Solutions

Your business should create a healthy environment for employees, customers and patrons. Orkin’s restroom cleaning solutions are designed to help you set the bar high for hygiene and sanitation and will help keep your bathrooms clean and fresh—ensuring customers are safe.

- ◆ **Orkin AutoFresh:** A wall-mounted, aerosol-dispensing unit that provides maximum odor control by neutralizing fragrances and eliminating odors rather than masking them.
- ◆ **Orkin AutoClean:** A 24-hour fixture-cleaning system with a powerful formula that reduces bacteria and prevents unpleasant stains and odors.
- ◆ **Orkin AutoFlush:** A sensory system that automatically flushes toilets and urinals at your property every time they are used.





# GET EVERYTHING IN WRITING

## **Your Online Reporting Dashboard**

Keeping tabs on your pest control program should be easy. As an Orkin® customer, you have access to one of two online platforms: MyAccount or Orkin InSite®, where we house detailed documentation of our observations of your property's conditions, your services and other information to help your team effectively manage and optimize your pest control program.

With either platform, you have the convenience of monitoring your pest control program without physically being at your property—getting the information you need when you need it.

# EXPECT THE BEST

## **Orkin's Quality Assurance**

You want the best for your business, and so do we. Your pest control is backed by Orkin's Quality Assurance program to meet the high standards your business commands. You'll have access to our Quality Assurance team, which includes entomologists, sanitarians and food safety experts. Our National Quality Assurance Team uses an ISO 9001:2015-certified review process to ensure consistent and effective pest management protocols, with documented quality management processes and strict regulatory compliance.

We want you to be able to focus on other things, always knowing you're getting the best from us—every time, every service.

# TRIPLE GUARANTEE FOR YOU

Enjoy a service guarantee that protects you from almost any pest-related downside risk when you choose us as your partner.

## 2x24 Response Guarantee

When you see a pest, you need service right away—365 days a year. You can easily contact our national service department and local branches through Orkin's direct priority line for a response within two 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

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, you'll receive a 60-day guarantee of our service. If you're not satisfied after the first 60 days, you will receive a full reimbursement.
- ◆ **60 days complimentary service if you're not satisfied at any time after that.** 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, we will pay for the first 60 days of regular service by another provider of your choice.

\*See customer agreement for details.







**Ready to have absolute confidence in your pest control?**

Go for the gold standard in pest control and call  
1-800-ORKIN-NOW® for your free inspection.

**1-800-ORKIN NOW® | [ORKINCOMMERCIAL.COM](https://www.orkincommercial.com)**