



PEST
CONTROL
DOWN
TO A
SCIENCE.®



HEALTHCARE
PRECISION
PROTECTION.®





PEST CONTROL DOWN TO A SCIENCE.®

In pest control, like in healthcare, success starts with science. 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 healthcare facilities like yours, it takes a scientific approach.

That's why Orkin's Healthcare Precision Protection® protocols are based on extensive research and designed to comply with proven practices recommended by healthcare thought leaders, including the Association for the Healthcare Environment (AHE), Health Care Without Harm and Practice Greenhealth.

When you choose Orkin, you won't get a one-size-fits-all program. We'll start with a comprehensive, on-site inspection and design your Healthcare Precision Protection program to meet your needs.

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

More Than a Century of Experience

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.

And with more than 400 locations around 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?



Orkin Training and Certification

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
- Treatment techniques that conform to industry standards, ensuring the smartest and most effective pest management program available
- Training in specific protocols for your industry, as well as 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 hospital room where trainees get hands-on experience meeting the special challenges of healthcare environments.

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

Pest management in healthcare facilities starts with a thorough understanding of pest biology and behavior. We'll integrate seamlessly into your team, get to know your facility inside and out, and customize an Integrated Pest Management (IPM) program to fit your needs – so you can breathe easier when it comes to pest control.



Regulatory Knowledge

Orkin Commercial Pest Specialists are well versed in Joint Commission requirements, DNV Standards based on ISO 9001, HACCP protocols, safety training and federal, state and local regulatory requirements. As an Orkin customer, you can rest assured that we understand the special challenges and regulations required of healthcare environments.



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.



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.



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 or HealthcarePestControl.com.



Security

Orkin is bonded, and our Pest Specialists are screened and randomly drug tested.

It's Pest Control. Does Having an Expert Really Matter?

Yes.

While pests may be a minor nuisance in other environments, there is no tolerance for pests in a healthcare setting. Pests could compromise patient health, damage your facility's hard-earned reputation, lead to legal action or possibly impact your Joint Commission compliance.

Unfortunately, healthcare environments can be challenging for pest management because they offer many of the elements pests need – food, moisture, shelter and attractive temperatures – in an exceptionally complex setting.

You need an expert with real knowledge of your facility and real experience servicing multi-faceted healthcare environments. Orkin can deliver both.



A.I.M.[®]: 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 sanitation issues or structural conditions conducive to pests.

Identification of pest activity
We examine and report 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



Bed Bug Control

Bed bugs are a growing problem in healthcare establishments, but Orkin can help prevent them from tarnishing your facility's reputation. To address bed bug infestations, Orkin will implement an aggressive treatment strategy that includes a comprehensive inspection of areas of concern, treatment of infested areas and follow-up inspections.



Bird Control

Although many birds are beautiful and beneficial, certain types may cause problems for healthcare providers. Orkin can customize a bird control program focused on habitat modification, helping to make your facility unattractive to problematic birds.



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 helps eliminate grime and odors.



Fly Control

Flies are a nuisance and a health risk in a healthcare 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 facility utilizing treatment components such as light traps, baiting, chemical controls and exclusion to help control fly infestations.



Partnering with AHE for a Healthier Environment

For years, we have worked with the Association for the Healthcare Environment (AHE) – the premier professional membership society for environmental services professionals – to help its members advance their learning, develop best practices and implement comprehensive Integrated Pest Management (IPM) programs.

Together, Orkin and AHE:



Published *AHE Recommended Practice: Integrated Pest Management*, the official guide to pest control in hospitals and other healthcare facilities.



Created and launched *HealthcarePestControl.com* – a website where environmental services professionals can take an online quiz and then receive tips to improve their pest management programs. In addition, the site offers various IPM training resources, including a Joint Commission pest control checklist, complimentary healthcare IPM guides, an “IPM 101” staff training checklist and the latest IPM news.



Produced *free online training videos* featuring an Orkin entomologist’s overview of IPM, chemical application protocols and essentials of documentation. Visit *AHE.org* to watch or share with your staff.



Developed a *Performance Improvement Measure (PIM) for SustainabilityRoadmap.org*, a collaborative effort between leading healthcare associations to guide healthcare facilities toward more sustainable operations. Our PIM on Integrated Pest Management helps healthcare facilities track their IPM program success and impact. In addition, we created the *Roadmap to Sustainability for Pest Control*, a checklist that supports the elements of the PIM.

Superior Protection You Can Count On

We understand the challenges that come with managing pests in a sensitive clinical environment. That's why we designed Orkin's Healthcare Precision Protection® specifically for healthcare facilities. Healthcare Precision Protection customers who add the Orkin Gold Medal QA® package to their service can choose to receive a complimentary AHE membership* (paid by Orkin Commercial Services) for the representative of their choice for as long as they are a Gold Medal QA customer. We also offer free on-site IPM training for AHE members for continuing professional education credit.

Insight into your pest control program

Whether you need to manage multiple locations, assess seasonal pest trends or capture extensive documentation, Orkin InSite™ is the digital command center you need to track the performance of your pest control program.

Orkin InSite provides a comprehensive view of your pest management program in a convenient online dashboard, including:

- Detailed service reports
- Site diagrams/pest control device maps
- Pest tracking logs
- Product usage logs
- Recommendations for improvement
- Trend analysis
- Customized notifications via text, email or phone call
- Direct line of communication to Orkin team



With Orkin InSite, you can customize the information you receive exactly how you want. Escalation alerts can be set to specific threshold levels, so you control when you are notified about pest activity. And you can schedule and push results to various hierarchy levels, giving you control of the data your team receives.

60-Day 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.

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.

** Free AHE membership offer good for one membership per Healthcare Precision Protection customer; only customers with the Orkin Gold Medal QA package are eligible. Orkin will continue to pay the AHE membership fee as long as the contract remains in good standing and on the Gold Medal QA program. Orkin reserves the right to end AHE membership offer at any time.*



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As a Healthcare Precision Protection® customer, you have access to our Gold Medal QA® package, which ensures your facility receives the necessary documentation and comprehensive inspections required. This higher level of quality assurance protocols includes:

- ◆ Annual audits by Orkin's Quality Systems Team – Our team of experts makes sure your program is as effective as possible.
- ◆ Vendor Inspection Program (VIP) – Orkin will provide inspections of your key vendors to help ensure that they adhere to pest control protocols as stringent as your own, helping to prevent pest infestations from arriving in your vendor shipments.
- ◆ Free staff IPM or bed bug training – Keeping pests out of healthcare facilities requires collaboration with your staff, so we will conduct one free on-site IPM training or one free on-site bed bug training each year for you and your team.





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 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?**

Visit HealthcarePestControl.com today to take a brief self-assessment, download free training resources and request a free copy of the **AHE Recommended Practice: Integrated Pest Management**, co-authored by Orkin experts. If you're looking to add effective and conscientious pest control to your team, call today for a free consultation.



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