

SUSTAINABILITY REPORT 2020



CANADA™

INTRODUCTION

In a year that demanded agility, resilience and compassion, Orkin Canada responded by bringing these qualities to our business, our communities and our people. Challenges filled the year, but we demonstrated care for people and planet while maintaining the health of our business.

We acted quickly to meet the challenge of the global COVID-19 pandemic. Accelerated innovation led to the launch of an eco-friendly disinfection service that eliminated a wide variety of pathogens including the novel coronavirus. With health and safety at its core, our VitalClean™ service delivered peace of mind and protection for our customers at a time of deep uncertainty. And Orkin Canada further protected our communities by donating VitalClean services and hand sanitizer to places across the country that serve the most vulnerable among us like hospitals, retirement homes and food banks.

Orkin Canada also stepped up to fulfill the needs of our communities in ways not related to our business, but to our humanity. Blood donated through our Sleeves Up campaign with the Red Cross totaled enough to save more than 120 lives. Through Habitat for Humanity, we worked to ensure more Canadians have a place to call home, and our involvement with the Rebecca Schofield Park Initiative made sure they have a place to play. We also cared for our Orkin Canada family through our Employee Assistance Program that alleviated financial and mental hardship during the pandemic crisis.

We fortified the health and safety of our world in a year when it was needed the most. In addition, we moved forward initiatives that will strengthen the health of the environment for generations to come. Improved routing, scheduling and efficient driving habits decreased mileage and fuel needs. Recycling and waste reduction preserved the equivalent of more than 300 trees. Our Pollinator Policy operationalized our protection of a crucial role in a sustainable ecosystem. Furthermore, with GreenPro and other sustainable certifications, we reinforce our duty to achieve pest control with the least impact to the environment.

Another environment we pledged to improve is the one in which we work. We invested time and resources in enhancing the diversity and inclusivity of Orkin Canada. Expanded observations and celebrations within the company represented varied heritages and traditions, and we sought to diversify suppliers and our workforce, including attracting more women to the profession. As a company, we renewed our dedication to a Code of Business Conduct that requires respectful and ethical behaviour.

Adversity reveals true character, and, as a leader, I could not be prouder of the character of this organization. As we look to brighter days, we remain committed to continued improvement and a better world.



Rob Quinn – President
Orkin Canada

2020 SUSTAINABILITY HIGHLIGHTS

OUR BUSINESS

- Successfully integrated a new company into our Orkin Canada family
- Fully migrated our Bugland Bugle magazine into a new digital format
- Committed to holding quarterly virtual company-wide meetings to address fiscal matters, COVID-19, as well as the current corporate direction and our vision for the future
- Enhanced our annual business awards with a new format and additional incentives

THE ENVIRONMENT

- Proudly launched our VitalClean service to provide customers with a safe and effective way to eliminate a wide variety of pathogens, including the coronavirus which causes COVID-19
- Decreased our mileage and fuel needs through improved routing, scheduling, and reducing inefficient driving habits
- Achieved GreenPro certification
- Saved over 350 trees through our recycling and waste reduction programs

OUR PEOPLE AND COMMUNITIES

- Potentially saved the lives of 123 Canadian residents by donating blood in our Sleeves Up campaign
- Supported many businesses and charitable organizations by volunteering and donating essential services throughout the pandemic
- Introduced a beehive at the Kennedy Road Training Centre in Mississauga providing positive impact for local bee populations, and educational opportunities for the community

2021 INITIATIVES

LED Fly Lights: After an exhaustive 2 year search, we have partnered with a world leader in fly light technology to offer our customers the best fly catches and reduced power consumption. On average, our new line of LED fly lights will outperform competitive LED lights by as much as 48%. In addition to catching more flies, our LED lights will reduce power consumption by as much as 30% more than the competitor. In 2021 we are excited to be phasing out our fluorescent models and introducing our LED fly light service at an estimated savings of 400,000 kg of carbon emissions due to energy savings.

Lower Fleet Emissions: All of our service vehicles are equipped with GPS to assist with reduced speeds and idle times, both of which reduce emissions. As we move in to 2021, we will be exploring improved route management and electric vehicles.

Disposable Gloves and Garbage Bags: Gloves are an essential part of our technician's PPE; protecting them from germs, bacteria, pathogens, and other contaminants. In 2019 we partnered with a world leader in disposable glove manufacturing to adopt their new landfill biodegradable disposable gloves but unfortunately with the introduction of SARS-CoV-2, all PPE became difficult to source, especially gloves. We look forward to putting COVID-19 past us and making a full conversion to use only landfill biodegradable gloves.

In 2020 we launched a pilot project to introduce landfill biodegradable garbage bags to our services and in 2021 we will be phasing out all non-landfill biodegradable garbage bags.

COVID-19 RESPONSE



COVID-19 RESPONSE

The number one priority at Orkin Canada is protecting the world where our employees and customers live, work and play. As we closely monitor the current coronavirus outbreak, our top priority is keeping our employees and customers safe. In addition to following the guidance of the Public Health Agency of Canada and the World Health Organization (WHO), we have policies and procedures in place across the organization to address issues that may arise during this time.

EMPLOYEE OUTREACH AND COMMUNICATION

At the onset of the pandemic, Orkin Canada quickly implemented our pre-established business continuity plans. When provincial and local shelter-in-place restrictions were put in place, we experienced a smooth transition to a work from home environment. Employees continue to receive frequent emails with updated COVID-19 guidelines, contact information for our Employee Assistance Program, and good news stories from various departments or branches to boost morale.

STRATEGIC BUSINESS DECISIONS

Orkin Canada took many proactive and defensive actions to conquer the challenges related to COVID-19. We suspended merit increases for corporate staff, along with executive and management salary reductions. We also reduced discretionary spending, canceled all non-essential capital expenditures, travel, meetings, training, contractor and temporary services. We provided all temporarily laid off staff with full benefits with the goal to bring them back at the earliest opportunity, and increased personal protective equipment (PPE) spending in order

to operate safely and protect the health of both our employees and customers.

COVID-19 DONATIONS

During the COVID-19 outbreak, peace of mind about health and safety has never been more critical, and that is why as an essential service provider, Orkin Canada has been proud to offer on-site protection products such as hand sanitizers and the eco-friendly disinfection service, VitalClean™.



COVID-19 has taken a major toll on every aspect of life and Orkin Canada has stayed committed to supporting many businesses and charitable organizations working hard to stay operational during the pandemic.

Jugs of hand sanitizer and VitalClean Services were donated free of charge, as Orkin Canada found countless ways to step up and volunteer their services for a Ronald MacDonald House, emergency services, in food banks, places of worship, hospitals, retirement homes, and community living associations all across the country.



Burnaby Branch at St. Helen's Church (VitalClean)



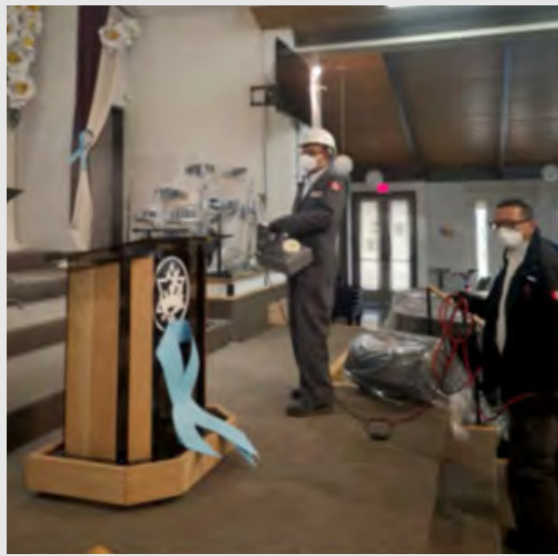
Burnaby Branch at Langley Food Bank



Sudbury Branch at Miller Paving



Sudbury Branch at Sault Ste. Marie Police Department



Coquitlam Branch at Tabernaculo Biblico Bautista (Church)



New Brunswick Branch at IGA (collected 205 boxes for home delivery to seniors)



Montreal Branch at Les Résidences du Marché



Saskatoon Branch at local food bank and learning centre



COMMUNITY

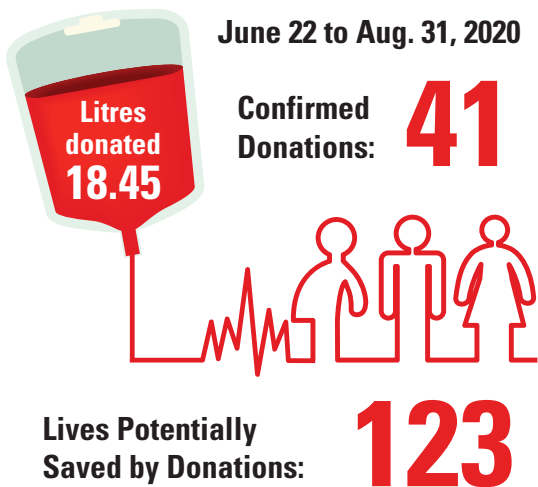
COMMUNITY

Orkin Canada not only recognizes the importance of social sustainability, but also continually strives to find ways to create a positive and lasting impact in local communities. Through staying connected and providing service to many different types of businesses and neighbourhoods, Orkin Canada is able to gain a good understanding of where local needs and sensitivities would most welcome extra support. By making an active effort to promote human welfare, inside and outside its organization, Orkin Canada's employees are empowered to go that extra mile by donating their time, expertise, and goodwill to many great initiatives all over the country.

SLEEVES UP

Normally in June, National Blood Donor Week is a reason to celebrate blood donors across Canada and inspire others to make donations. In 2020, this was especially important when COVID-19 created an immense impact on blood services, with donation centers facing severe shortages due to canceled blood drives.

What started out as simply drawing attention to the national blood donation drive quickly turned into a company wide call to action for employees to roll their sleeves up and donate to a good cause. The voluntary Sleeves Up campaign was another way Orkin Canada was able to draw attention to a crucial initiative by playing an important part in helping to protect the millions of Canadians who rely on blood services to survive.



K9 HANDLER VOLUNTEERS

With the recent resurgence of Bed Bug infestations, Orkin Canada's detection and extermination services have become essential for many residential and commercial customers. The K9 inspection teams are particularly effective and extremely accurate thanks to an extensive training program utilizing the dog's amazing sense of smell to locate Bed Bugs.

Many K9 Handlers are donating their time and expertise to worthy causes that would benefit most from our volunteer services. Coupled with their canine partners, they are proactively searching for Bed Bugs in at risk locations, such as women's shelters, crisis centers, thrift stores, and local non-profit organizations. Orkin Canada is very proud of all our employees' charitable endeavors.



ORKIN AWARD

As mentioned elsewhere in this report, the company provides a tuition reimbursement benefit for qualified dependents of employees.

In addition, as part of our commitment to education and longstanding support for the Entomological Society of Manitoba, Orkin Canada for many years has been presenting an annual award to celebrate the accomplishments of an undergraduate student pursuing entomology at one of the universities in Manitoba. Eligible candidates are expected to demonstrate superior scholastic ability, high research potential, industriousness in laboratory courses or summer work, and excellent communication skills.



EASTER SEALS INITIATIVE

Easter Seals is Canada's largest local provider of programs, services, issues-leadership and development for the disability community. Since 1922, Easter Seals has worked to enhance the quality of life, self-esteem and self-determination of Canadians with disabilities.

Over the years, the company has sponsored countless sports-related events, teams, and individuals: in particular, Orkin Canada donates, volunteers and helps raise funds for Easter Seals. In Ontario, much of the funding is derived from the annual Brad May Hockey Celebrity Hockey Classic, and local Orkin Branch Manager Mike Dunn has sat on the organizing committee for the last five years. Mike and other Orkin employees, along with their friends and families, have competed on Orkin's sponsored team, the Orkin Blades, and in 2020, the team is scheduled to be sponsored again,

starting with a Virtual Draft Party Event in December. Go Blades!



Some of the most widely known and largest Easter Seals services are its summer camp programs, and Orkin Canada's Mike Dunn, the local Regional Manager Bruno Levesque, and (then) Senior VP Rob Quinn were invited to Camp Woodeden near London, Ontario (in 2018) to see where much of the funds that Orkin helps raise have been put to use.



REBECCA SCHOFIELD PARK INITIATIVE

In February 2018, eighteen-year-old Becca Schofield of Riverview, NB, died of brain cancer. During Becca's two-year battle with the disease, she gained international recognition for her #BeccaToldMeTo social media campaign where she asked supporters to engage in acts of kindness. A park-replacement project at Becca's elementary school was named in her honour, the Rebecca Schofield All World Super Play Park, involving over \$1 million in capital funds and the participation of leading community businesses and citizens.

Sean Rollo of Orkin Canada took the lead as Project Manager, while other local Orkin employees also donated their time to assist. The ambitious build resulted in a park designed for accessibility and inclusivity, and was constructed from environmentally friendly materials, including 100% recycled construction grade plastic which is fire retardant, low maintenance and has a longevity of at least 50 years. Orkin is proud to have supported its employees by donating hours and allowing for flexible schedules during this community project to commemorate a very brave young leader who inspired community work and kindness throughout the world.



HABITAT FOR HUMANITY

Deciding to get involved with Habitat for Humanity was an easy decision for Orkin Canada as it provided an excellent opportunity to give back to local communities and support an organization that has helped thousands of families across Canada build better lives through affordable homeownership. So far, Orkin Canada has teamed up with two local chapters in Burlington and Mississauga, and plans to expand their relationship by assisting at more build sites across Canada.

Most recently in 2019, twenty employees from Head Office and our GTA and Ontario regions came together to volunteer at the preparation site for four-unit townhouses in Mississauga. Project responsibilities included spreading gravel, drilling for rebar placements, interior framing, dry walling, HVAC and electrical preparation; Orkin Canada also donated free pest control services to three of Habitat's restore locations. Not only did the experience serve as a great team building day, but employees were able to walk away knowing their efforts were helping to build a foundation for healthier families and communities.



OUR PEOPLE AND CULTURE



OUR PEOPLE AND CULTURE

Orkin Canada is a people-oriented company where employees are the most important asset in the organization. The success of ORKIN has been due to its ability to attract, develop, and retain the best people in the industry.

The Mission Statement of Orkin Canada is to put “people first” by providing “a safe and engaging workplace, where our commitment to exceptional service quality generates growth and opportunities for our people to learn, succeed and fulfill career goals. Our leadership team are champions of this value, and are dedicated to providing both our team and our customers with solutions driven experiences that ensure satisfaction and brand recognition.



Every employee of Orkin Canada is considered an integral part of our nationwide operation, and each role is critical in successfully meeting the company’s key objectives and goals. We take pride in our employees because we believe they are the best. Our staff members have earned a reputation of being friendly, team-oriented professionals who enjoy working with our customers. This attitude contributes to the success of the company and promotes personal growth. All employees are afforded plenty of opportunities to learn and grow within the organization.

INTRODUCTION TO RECRUITMENT, ONBOARDING, COMPENSATION AND BENEFITS

Through offering competitive compensation and benefits packages, while providing a safe, diverse and respectful work environment, Orkin Canada is committed to attracting and retaining the highest quality people, and securing our position as a workplace of choice.

RECRUITMENT

As a cornerstone of sustaining our workforce and preserving our strong culture of service and loyalty, recruitment preference is given to promoting employees within the company to fill open positions. Such promotions are based on qualifications, experience and ability to perform rather than seniority or continuous service. In this way, Orkin Canada seeks to provide our staff with career advancement and personal development opportunities. When external recruitment is necessary, we look for potential candidates who share our vision of a dynamic, collaborative environment to help sustain our strong culture.

WOMEN IN PEST CONTROL

While the pest control industry has traditionally been male-dominated, Orkin Canada has been successful in attracting women into many different roles and departments within the company, including Customer Service, Sales and Service Technician, Quality Assurance, Accounting, Area and Branch Management, Human Resources, and Senior Leadership. The company is committed to engaging and attracting women into careers in pest control. Most recently, our company entomologist helped produce a promotional video where she explains that being observant

and detail-oriented makes women ideal candidates for entomology and excellent leadership role models.



ONBOARDING

Orkin's onboarding process is designed to immediately help new employees feel welcome and introduce them to our team-oriented culture. This includes reviewing our Code of Business Conduct and various policies, compensation and benefits, and other key information about the company. They will connect with their immediate supervisors and key colleagues with whom they will be working. In addition to Orkin Canada's personnel policies and regulations, the new recruit will be expected to complete an initial in-house training syllabus with direct instruction from certified trainers.

COMPENSATION AND BENEFITS

Benefits at Orkin Canada are an important part of the total compensation package and play an integral role in financial plans for the future. All full-time, permanent Orkin Canada employees enjoy a comprehensive and flexible benefit package that includes a competitive base salary; health, dental and life insurance; an Employee Assistance Program (EAP); a referral bonus program; a tuition reimbursement benefit for qualified dependents; and award-winning

training. Additionally, depending on position, other attractive incentives and compensations are offered which are based on productivity and performance. Employees are encouraged to save for retirement through the Orkin Pension Plan and have the option to participate in the Employee Stock Purchase Plan.

TRAINING AND DEVELOPMENT

One of the main pillars of Our Compass, Orkin Canada's roadmap of how we realize our goals, is the recognition that achieving success and growth, in an evolving business and technological landscape, is intrinsically linked to investing in the development of its people and leaders. In addition to the core training received during the onboarding process, employees are provided with many hours of hands-on instruction, technical and specialized courses, conferences and workshops to support specific career path or growth expectations. Managers are responsible for developing a learning culture within their operations and utilizing the performance management process to recognize accomplishments, provide coaching and feedback, and identify opportunities for continuing education.

In addition to participating in mandatory training classes, employees are also encouraged to access a library of optional online courses which can be taken voluntarily or assigned by management as part of the Rollins Leadership Development Program, "How to Succeed" in Orkin Canada. The company recognizes that focused training and development encourages employee engagement, which is critical to bottom-line financial performance.

Orkin Canada is the proud holder of QualityPro and GreenPro certifications from the National Pest Management Association, which sets the standard of excellence for professional pest management companies and their employees through education, training and certification.

Through our parent company, Rollins Inc., Orkin Canada also ranked in the prestigious Top 125 Training Organizations recognized by Training Magazine in 2020, and recently announced; we rose to Top 100 in 2021 for quality, commitment and investment in training its people.



COMMUNICATION

Communication is key to building a strong and respectful culture, where employees understand the critical role they play in helping to achieve company goals, and in turn, the company gains an understanding of what is important to employees. While open communication is always encouraged between employees and management, Orkin Canada also uses several channels to enhance employee communication, providing French translation when required:

Branch meetings are conducted regularly throughout the year, and members of our senior management team periodically visit local offices so they can keep abreast of current practices and ensure employees feel engaged within the whole organization.

Quarterly, all full-time employees are sent our internal magazine, The Bugland Bugle, which covers a variety of topics including health and safety advice, local company events and community initiatives, employee awards and promotions, and a section called “Something to Crow About” which is dedicated to showcasing

customer reviews recognizing employees who have provided exceptional service.

Orkin Canada also ensures there are formal processes for its members to share points of view and bring up questions or concerns without the fear of repercussion. The Employee Representative Committee consists of senior management members and employee representatives who are elected by fellow employees to represent all non-management levels and categories of employment in the company across Canada. Through their committee representatives, employees and management exchange information and ideas pertinent to corporate business, working conditions, policies and programs, and other employee-related issues.

Additionally, each year our employees participate in the Employee Engagement Survey which focuses on how the company measures up to its potential, employee expectations and measuring employee engagement through motivation, commitment, and willingness to recommend the organization to others. We believe these are key indicators of our business sustainability, and the survey results are used to identify areas of concern. Senior leadership addresses employee responses with respective departments, and Town Halls and other meetings are organized to share and present feedback from the survey. Adding another channel of communication in 2021, the President of Orkin Canada has committed to holding quarterly virtual meetings to ensure the whole company stays connected and fully informed on fiscal matters, COVID-19, as well as the current corporate direction and our vision for the future.

Furthermore, the President of Rollins Inc., our parent organization, holds a “State of the Company” meeting three times a year to discuss the current operations and financials

of the company, which Orkin Canada employees are encouraged to attend.

RECOGNITION

Orkin Canada understands the importance of sustaining a culture of engagement, loyalty and high performance where employees come to work every day feeling valued, supported, motivated, and appreciated for their efforts. By setting clear performance expectations, communicating corporate objectives, and identifying growth opportunities, the company is able to evaluate and recognize employee accomplishments, as well as provide feedback.

Orkin Canada rewards employees for commendable performance, but also realizes that recognition, when delivered effectively, is instrumental in reinforcing corporate values, reducing employee turnover, and ultimately improving both the employee and customer experience, in turn generating higher profits.

Apart from recognizing employee achievements through performance reviews, and using internal publications to share successes, Orkin Canada has several other avenues that showcase staff who have gone above and beyond normal expectations. The annual Toppers Award Banquet is a special occasion to celebrate the accomplishments of our peers who have excelled in areas to attain the uppermost position in their categories of the Toppers and 100% Club Program.




Each eligible participant must meet specific criteria in categories such as sales and service, attendance, quality of work, teamwork, help in a crisis, and innovations to improve department performance. A Branch Recognition Award is also presented to employees who have clearly made the most significant contribution to the advancement of their own branches. As part of our mission to provide opportunities for our people to learn, succeed and fulfill career goals, the company has announced an exciting new format for the 2022 annual award banquet, including additional incentives, guest speakers, pre-planned outings, and a contest to rename the prestigious occasion.

HUMAN RIGHTS

Through formalized training, proven policies and procedures, and sound ethical practices, Orkin Canada is dedicated to providing a positive, healthy and safe working environment with fair, respectful employment practices. The company's Code of Business Conduct serves as a guide to ensure all Orkin Canada employees are educated on standards of ethical conduct, appropriate behavior, and understand the obligation to act with the highest level of integrity while carrying out company business.

The Code of Business Conduct clearly states that the Company's continued success depends on the development and contribution of its employees. The Company is firmly committed to equal employment opportunity and a work environment that recognizes and respects employee contribution and diversity. It is the policy of the Company to afford equal employment opportunity to qualified individuals without regard to race, color, age, sex, pregnancy, religion, national origin, military or veteran status, physical or mental disability, sexual orientation, gender identity, or other legally protected criteria, and to comply with all applicable federal, state, county, and city laws and regulations. Our culture of inclusivity is evident and reinforced by providing an



anonymous hotline dedicated to solicit employees' concerns when they feel that company values are being threatened.

Orkin Canada's commitment to diversity and inclusiveness is a defining feature of workplace culture which the company continued to prioritize and bolster through the development of a 2020 Diversity Initiative.

RISK MANAGEMENT

To further support the sustainability of Orkin Canada, the company values having effective and efficient oversight and risk management processes. Our corporate governance guidelines and Code of Business Conduct serves to help us focus on key areas of ethical risk, provide guidance on appropriate behavior, and continue to foster the culture of honesty and accountability. Management instills a culture in which compliance with company policies and all applicable laws drives business activities. The Internal Audit Department and the independent Audit Committee assess and monitor the integrity of the company's financial reporting processes, as well as our overall ethics and risk. The company also uses an annual risk assessment process to evaluate the entire risk universe, and prioritize financial, operational and strategic risks for monitoring or auditing.

HEALTH & SAFETY



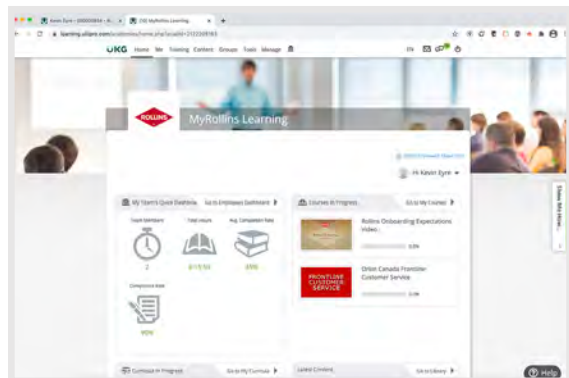
HEALTH & SAFETY

Orkin Canada is committed to providing a safe and healthy working environment for our employees and our customers wherever we conduct our business. Safety is an integral part of our industry, which is incorporated into all aspects of quality, service, cost effectiveness and customer relationships. At Orkin Canada, safety is everyone's business and "it is our mission to ensure that every day is a work safe day."

SAFETY TRAINING

At the time of hire, all employees undergo basic occupational health and safety orientation that includes the provision of all applicable policies, procedures and necessary personal protective equipment to perform their duties safely. Further instruction is provided depending on a person's role in the organization and the potential hazards they may encounter. We assess training needs and use competency-based training approaches where appropriate. Delivery of safety material is comprised of on-the-job supervised training using qualified personnel, classroom technical training, and assigned courses using our online Learning Management System (LMS). Personnel training records are generated and maintained, and refresher training is scheduled as required

through the LMS. To reinforce the safety culture at Orkin Canada, management receives annual Health and Safety Awareness training, and uses regular branch meetings and the quarterly company newsletter to highlight and promote relevant safety topics.



PESTICIDE SAFETY

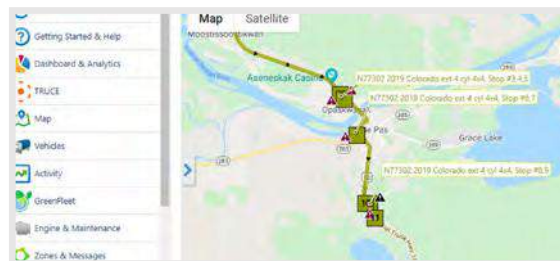
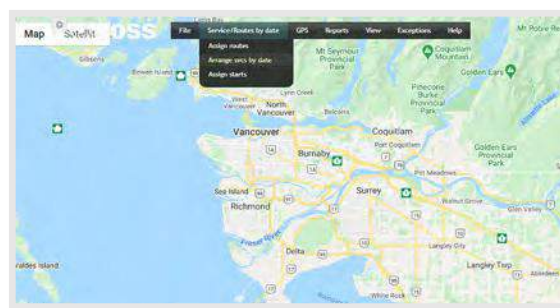
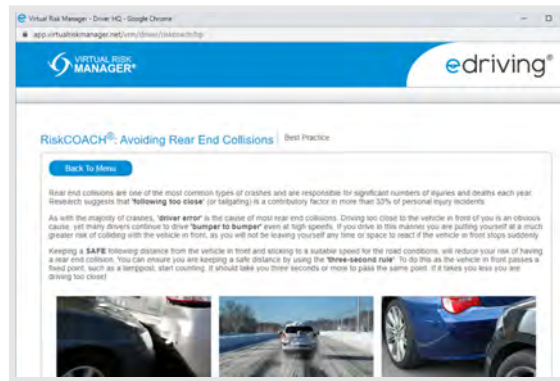
As a leading pest control company whose employees travel daily to customer accounts, and often use hazardous chemicals to prevent and treat pest infestations, Orkin Canada is dedicated to maintaining a range of safety policies, programs and procedures to cover all the unique risks associated with the industry. All licensed pest control operators receive core application training, including applicable provincial legislation requirements, and current product safety material to ensure

they are trained and knowledgeable about the inherent risks of working with pesticides and how best to protect themselves, the public, and the environment. To further reduce the risk of overexposure from pesticides that may have the potential to cause a cumulative effect, the company mandates that all exposed employees must be monitored by annual Cholinesterase testing.

FLEET SAFETY

Employees who operate company-owned vehicles on behalf of Orkin Canada drive in excess of 25 million kilometers each year. The company's commitment to highway safety, employee welfare, and that of the general public is a top priority, with the ultimate goal to eliminate preventable collisions, injuries and driving infractions, while improving safety awareness.

Although driving risks cannot be controlled completely, Orkin Canada manages these risks through comprehensive vehicle policies, cell phone control, validated risk assessments, and continuous driver safety programs. Basic driving skills are evaluated at the time of hire using license checks, field trainer ride-alongs, and the Rollins Virtual eDriving RoadRISK course (this assessment provides a personalized rating and training material based on the employee's risk profile and defensive driving practices). To further assess driving behaviour and measure compliance, management can also use company-installed GPS data to address safety violations of key metrics such as time spent idling, seat belt use, speeding, and harsh breaking. The company continues to find ways to improve driver safety, and is currently working on a pilot project using a downloadable app on employees' devices to calculate scores aligned with driving behaviours.



OUR ENVIRONMENT



OUR ENVIRONMENT

Orkin Canada is committed to delivering safe, reliable services in an environmentally responsible manner to our clients. We are committed to pollution prevention: the conservation of resources, and the continual improvement of our environmental management systems and performance.

Insects, rodents, and other critters that humans may consider pests are actually critical to maintaining the ecological balance of the earth: they become pests only when they endanger the health and property of humans. At Orkin Canada, we believe that it is our responsibility to care for the earth's environment while still helping to control pests in our customer's homes and businesses. We offer Integrated Pest Management (IPM) programs that use an effective combination of treatment methods grounded in science to achieve acceptable levels of control with the least possible impact to humans and the environment. While we strive to become the best service company in the world, we also want to do our part to keep that world safe for our people and communities.



PROTECTING THE POLLINATORS

It is widely known that bees are powerful pollinators that are essential to the survival of our natural ecosystems and food industries. In North America, there are over 4,000 species of native bees, which are responsible for pollinating most of our flowering trees, plants and shrubs. As well as the countless species of animals that depend on these plants for food and shelter, bees pollinate over 130 varieties of fruits and vegetables that humans consume — a third of the food we eat. In recent years, a decline in honeybee colonies has given rise to a lot of research and emphasis on the importance of supporting crucial pollinator populations.



As a leading pest control organization, Orkin Canada stands behind our Pollinator Policy to ensure all staff working in the field are equipped with the necessary training and optimal approaches to protect pollinators. Due diligence is shown by correctly identifying the insect species, inspecting the location to assess the risk to human health, and determining the appropriate treatment plan if required.

Since many people have allergies to, or phobias of, bees, wasps, and hornets, it is our responsibility to provide solutions which address human health risks, while also educating our clients on the benefits of pollinators. We always ensure all options (which may involve relocating the hive) have been exhausted before any treatments are provided.

Bee colonies can easily cohabitate with humans, and even flourish in urban areas, as long as they have an abundance of water, floral resources, and a temperate climate. Over the last few years, the company has partnered with Aveole, the Urban Beekeepers, to host its very own beehive on the roof of the Burnaby office in BC, and in 2020, introduced another hive at our Kennedy Road Training Centre in Mississauga, ON. These experiences have not only provided a positive impact on our local pollinator populations, but have also served as a great training exercise in beekeeping for our staff, local communities, and online followers.



INTEGRATED PEST MANAGEMENT

On an annual basis, it has been estimated that between 20% to 40% of the world's crop production is lost to pests, with additional losses occurring during storage and transportation. Apart from the economic impact and structural damage that pests can cause, they are also known vectors for various illnesses and diseases. In many ways, pest control helps to safeguard our public health system, protecting sensitive environments in our communities and industries that are susceptible to pests, playing our part to make sure the food we eat is safe and free from pathogens. Traditional pest control methods have relied upon monitoring programs with a largely reactive approach to visible pest evidence, whereas Orkin Canada strongly advocates more proactive Integrated Pest Management (IPM) practices when initiating and implementing its control programs.

ASSESS



IMPLEMENT



MONITOR

IPM is an environmentally sensitive approach to pest management that relies on a combination of common sense practices such as identifying maintenance and sanitation opportunities, which can minimize the need for pesticides, and even prevent pest infestations

before they start. Our IPM programs use current, comprehensive information on the life cycles of pests and their interactions with the environment. This information, in combination with reliable pest control methods, is used to manage pest infestation by the most economical means, with the least possible hazard to people, property and the environment. Pest populations can be prevented or controlled by creating inhospitable environments by removing some of the basic elements pests need to survive (such as air, moisture, food and shelter), and blocking their access into structures. Effective pest management is a process, not a one-time event. Orkin Canada's IPM programs are based on the Assess, Implement, and Monitor (AIM) system, which takes advantage of all pest management opportunities: scientific research, custom inspections, and using the least-toxic options to ensure maximum protection with minimum exposures to pesticides.

GREENPRO CERTIFICATION

Through the company's dedication to IPM and concerted efforts to be recognized for its guiding principles, Orkin Canada was proud to announce in 2020 that the company had met all the criteria to be GreenPro certified.

For many years, the company has been certified with QualityPro, achieving a standard of excellence through education, training and certification, providing our employees and customers protection and confidence when selecting our nationally accredited company. Now the company can also boast that it provides the GreenPro standard of service that is proven effective for businesses, clients, and the earth.

Companies that offer GreenPro service enjoy a number of advantages thanks to the credibility the designation provides. Benefits include access to marketing tools to help promote the distinction to current and

prospective customers, as well as valuable business opportunities from partners such as the U.S. Green Building Council (USGBC), the Environmental Protection Agency (EPA), and the Green Restaurant Association.



THE GREENPRO PRINCIPLES

GreenPro certified services minimize pesticide exposure to humans, non-target animals, and the environment by:

- Focusing on integrated pest management strategies such as habitat modification, exclusion, removal of food and water sources, sanitation, and making repairs.
- Providing and documenting thorough pest inspection and monitoring services, as well as follow-up to ensure efficacy.
- Regularly communicating with clients about pest infestations, conducive conditions, and ways to prevent pests.
- Requiring GreenPro training for all company employees who sell or perform GreenPro service.

IPM AND LEED CERTIFICATION

Increasingly, commercial properties are "going green" and obtaining the Leadership in Energy and Environmental Design (LEED) certification from the Canadian Green Building Council – a trend that is designed to help improve human and environmental health and conserve water and energy.

By obtaining IPM services through a GreenPro certified company like Orkin Canada, our customers receive the documentation required for the IPM policy submission, and earn credits

QualityPro

GREENPRO SERVICE CERTIFICATION



Presenting this certificate of excellence to

Orkin Canada Corporation

in acknowledgment of your continuing efforts toward professional excellence and environmental awareness in the pest management industry by meeting the requirements to provide GreenPro Certified Service.



A handwritten signature in black ink, appearing to read "A. A.", is written above a horizontal line.

OFFICIAL SIGNATURE

toward the LEED “Existing Building Operations and Maintenance” certification, amongst other recognized designations.

GREEN PRODUCTS

Environmentally friendly pest management techniques help the environment because they often replace chemical alternatives, and in doing so benefit operations by reducing potential health risks to people and animals while keeping our food and buildings free from pest pressures. If we do need to use chemical pest control methods, Orkin Canada uses products that are scientifically tested, proven and registered (if required) by Health Canada’s Pest Management Regulatory Agency (PMRA). A pesticide will only be registered if there is sufficient scientific evidence to show that the product does not pose unacceptable health or environmental risks when used as directed. All registered products are required

to have a label that provides workers with information for safe use, including proper handling, who can use the pesticide, and under what circumstances it can be used. Company employees who work with pesticides are trained on label compliance and proper application techniques to control pests effectively in an environmentally responsible manner.

Orkin Canada uses products developed with the latest technology for long-term results. Our products are cost efficient, easy to use and fight a broad spectrum of pests while supporting the highest standards of safety. Using a variety of product formulations and a comprehensive array of services, our best-trained professionals provide customers with pest control options that are tailored to specific pest pressures as well as industry and regulatory requirements. Orkin Canada

actively searches for ways in which we least negatively affect the environment, and many of the brands we use help us to achieve this by offering high quality, non-toxic products derived from flowers, plants, and natural elements from the earth.

SCENT SERVICES

Our popular scent services offer safe, effective, environmentally friendly solutions to erase unpleasant odours, limiting Volatile Organic Compounds (VOC), and providing options for fragrance delivery without the need for propellants, fans, batteries, or power of any kind. The company provides an exclusive line of formulations designed to neutralize and freshen the air with International Fragrance Association (IFRA) certified natural fragrance options made with essential oils. Several of our air care systems use innovative scent diffusion technologies that are made from recyclable materials, and are biodegradable.

ORKIN ACTIZYME

Our floor and drain cleaner, Orkin Actizyme, is a professional cleaning solution that uses naturally occurring enzymes and beneficial bacteria to safely dissolve greasy buildup in pipes, cracks and crevices. The organic, non-toxic, non-pathogenic formulation also provides the added benefit of eliminating odours, which reduces the risk of pest attraction and subsequently the need for pesticide treatments.



The majority of our monitoring devices are made of sturdy materials allowing them to be reused repeatedly, helping to provide cost efficient and sustainable overheads for both the company and our customers. Furthermore, the black rodent bait stations that we use are made of 100% recycled plastic, and contain concrete blocks (if required) that are made of Type I/II green cement that meets LEED specifications.

VITALCLEAN™



VITALCLEAN

Orkin Canada's proven disinfection process has been used for years to disinfect commercial locations after pest cleanouts, and in 2020, we launched our VitalClean Service to provide customers with a safe and effective way to eliminate a wide variety of pathogens, including the coronavirus which causes COVID-19. Our ecofriendly disinfectant service uses a chlorine-based product that has a minimal environmental impact, and is approved by Health Canada. It contains no ozone-harming volatile organic compounds (VOCs), is mild on skin and surfaces, and is approved for kitchen-use without the need to wash or rinse the area with water after application.



DISPOSABLE GLOVES

Orkin Canada is always looking for products that are better environmentally sustainable alternatives to ones currently used. In 2019, biodegradable nitrile disposable gloves were introduced company-wide, with the plan to phase out all other glove options by the end of 2020, but due to the increased demand for personal protective equipment during the pandemic, the initiative was put on hold. Likewise, all non-landfill biodegradable feminine hygiene and garbage bags were also going to be cut, but this similarly had to be suspended due to restrictions in the supply chain. Our goal for 2021 and beyond is to further explore and adopt the use of green products and pest control solutions, and further integrate them into our day-to-day operations.

RESOURCE EFFICIENCIES

We select, operate, and maintain our facilities and vehicles with an eye toward energy efficiency and wise use of other resources.

WASTE REDUCTION

To minimize the amount of waste sent to landfills, Orkin Canada has implemented a number of recycling initiatives, and is currently working to gather baseline data to set targets for future improvements.

In October 2020, our head office began using a new garbage disposal process that is able to lower the environmental impact of waste by providing zero landfill solutions while generating power through waste-energy technologies (see graphic below).

Meanwhile, our individual branch offices are equipped with a variety of strategies to divert landfill waste, including recycling, the use of communal water coolers (to reduce single-use plastic water bottles), proper battery disposal, and other measures specific to branch locations and relevant provincial regulations. We also have a company-wide paper shredding (re-cycling) program across all but one of our

Environmental Benefits of Head Office Waste Disposal System October - December 2020: 100% Waste Diverted From Landfill

Year to Date Cardboard Recycling MT **1.468**

Year to Date Energy Recovery MT **2.218**

Number of mature trees saved **27**



Litres of oil saved **2,836**



Kw of Electricity sold to the grid **328.264**



Litres of gasoline saved **147**



Litres of water saved **42,880**

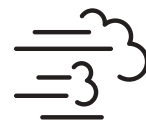


Greenhouse Gas Reduction: **5.7668** mt
1 MT of waste = 2.6 tonnes less of CO_{2e}

Kw-hr of electricity saved **6,635**



Landfill airspace saved **4** cu meter



Landfill Space Saved: **1.7744** cu meter

26 locations in Canada, and according to our current environmental impact summary, we have saved 351 trees in 2020 (see graphic below).

REDUCED CARBON EMISSIONS

At Orkin Canada, company vehicles are essential for providing pest control services to all our customers across the country, and as such, we have a responsibility to implement strategies that aim to reduce the environmental impact of operating a fleet network.

For a number of years, the company has adopted route-optimization software to improve service routes by reducing planning and travel time, allowing drivers to make more stops in less time thus increasing productivity, and reducing fuel use and carbon emissions. Regular maintenance of fleet vehicles also helps ensure optimal fuel efficiency and vehicle safety: Orkin Canada has a strict company vehicle policy, and in cooperation

with their leasing company, determines service parameters and maintenance schedules to ensure all vehicles are safe and fully functional.

Monitoring GPS tracking data assists the company to identify and reduce inefficient driving habits, like speeding, harsh driving, and excessive idling, which consume more fuel and consequently emit more carbon.

Even with a slightly reduced revenue in 2020 due to COVID-19 restrictions, and less distance traveled because of this, a further 5% of total kilometers driven has been saved since 2019, which equates to approximately 1,100,000 km. Similarly, a 5.5% fuel savings has been realized in 2020 compared to 2019, which translates into 180,000 litres of less fuel used (see graphic on next page).

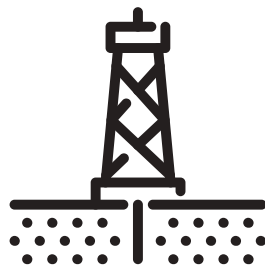
COMMUNICATION AND REPORTING

By embracing today's high-tech world, Orkin Canada has established many ways

Environmental Impact Summary: SHRED-IT Recycling - 2020

Gallons of oil saved

7,799



Kilowatts of energy saved

82,094



Cubic yards of landfill space saved

62



Trees saved

351



Gallons of water saved

119,664



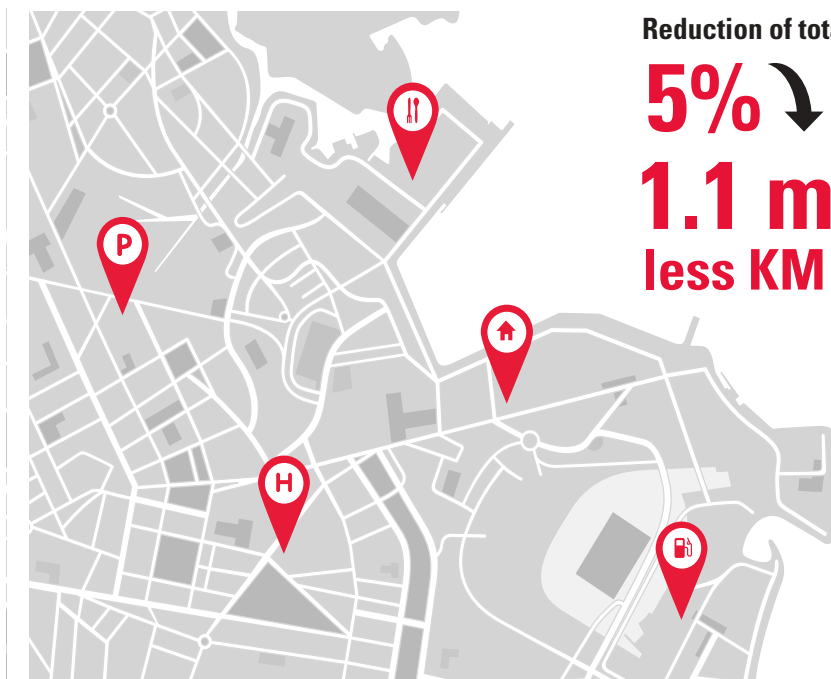
to incorporate technology throughout its operations to champion waste reduction and improve productivity. For a number of years, the company has been using electronic hand-held devices for employees in the field to enter pest activity data from individual monitoring devices strategically placed in customer accounts.

This bar-coded system almost eliminated the need for paper reporting, and currently provides customers with access to real-time accurate data, custom alerts, detailed recommendations, trending, and interactive report generation, all of which allows for early pest control interventions and outcomes that are more successful. In 2018, the company introduced a digital auditing platform, which provided comprehensive assessment templates tailored

to our customer's needs and specific metrics to help pinpoint training opportunities and trends within our own internal programs. Over the last few years (and especially during 2020), there has been a greater focus placed on virtual and digital communications, allowing us to stay connected more efficiently and cost-effectively.

Using digital media to enhance reporting, archiving, communications, marketing material, training, payroll and billing, the company has been able to act in a more sustainable fashion, reducing the resources required for printed materials and travel. Most recently, the Taps have sounded for our beloved Bugland Bugle's printed edition, the magazine going completely digital in 2021 which will save a minimum of 15 trees per year.

Orkin Canada Fleet Reductions



Reduction of total KM's driven

5% ↘ =
1.1 million
less KM driven

Fuel savings

5.5% ↘ =
180,000
litres of
fuel saved





1-800-800-6754

orkincanada.ca