

SUSTAINABILITY REPORT 2021



ORKIN



CANADA[™]

INTRODUCTION

In a year that continued to offer challenges and test our patience as a population, Orkin Canada remained resilient by investing in our people, continuing our commitment to giving back to our communities and doubling down on seeking environmentally responsible ways to provide gold standard pest control.

This year, we welcomed three new companies into our Orkin Canada family: Pest Away, JAPCO and Kawartha Pest Control. As our company grew, we continued to rise to the challenge of the ongoing COVID-19 pandemic in ways to strengthen our business from the inside out. We stayed committed to holding quarterly virtual company-wide meetings to address fiscal matters, the progression of COVID-19, as well as the current corporate direction and our vision for the future.

Orkin Canada continues striving to give back and influence a positive and lasting impact at a local scale. In response to the ongoing strain of the COVID-19 pandemic on blood drives and services, we created the “Fight the Bite to Save a Life” campaign, raising \$10,000 to be donated to the Canadian Blood Services. With low-income seniors as some of the most “at risk” in our communities from the pandemic, our Canada GTA family donated over 51 gift baskets for Peel Paramedic Association’s seniors’ program to make the holiday season brighter. We look forward to finding more ways to make an impact within our local communities and hope to inspire others to get involved.

As part of our commitment to progress initiatives aimed at strengthening the environment and making the planet more sustainable for future generations, we continued our efforts to help

maintain the bee population. We welcomed over 5,000 honeybee tenants at both our Burnaby, BC and Mississauga, ON branches, and introduced a third hive in Coquitlam, BC. By partnering with Alvéole, we ensured that the health and enhancements of these bee colonies are thriving. We will continue to work closely with them to expand our honeybee program across Canada to protect the future of these amazing pollinators for years to come.

In 2021, we also introduced more green products and pest control solutions. We launched our exclusive lineup of LED fly lights that have a faster catch rate, reduced our CO₂ footprint and saved customers money through reduced power consumption. With our COVID-19 PPE Disposal Service, we switched to landfill biodegradable nitrile gloves and garbage bags. We continued to decrease our mileage and fuel needs through improved routing, scheduling and driving habits while maintaining efficiency. And through our continued recycling and waste reduction programs, we saved hundreds of trees across the country. In addition to retaining our GreenPro certification, we also achieved an Ecovadis sustainability rating. In the years to come, we aim to continue looking for ways to explore new environmentally responsible products and adopt them into our everyday operations.

As a leader, I am proud and continuously in awe of our grit and dedication to improving not only our business, but our work family, local communities and the planet we inhabit. As we continue onward, we remain hopeful and committed to doing our part in making a better world for generations to come.

Rob Quinn – President



2021 SUSTAINABILITY HIGHLIGHTS

OUR BUSINESS

- Successfully integrated 3 new companies into our Orkin Canada family (Pest Away, JAPCO, and Kawartha Pest Control)
- 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 COVID-19 PPE Disposal Service, and switched to landfill biodegradable nitrile gloves and service garbage bags
- Decreased our mileage and fuel needs through improved routing, scheduling, and reducing inefficient driving habits
- Retained GreenPro certification and an Ecovadis sustainability rating
- Saved over 520 trees through our recycling and waste reduction programs
- Expanded the waste diversion program to include 2 more Orkin Canada office locations in Ontario
- Introduced a beehive in Coquitlam, BC and divided a swarm in Mississauga, ON providing a positive impact for local bee populations
- Expanded upon our initiative to phase out fluorescent fly lights in favour of more environmentally friendly LED fly lights
- Voluntarily discontinued the use of all Second Generation Anticoagulant Rodenticides (SGARs) containing the active ingredient brodifacoum
- Continued our testing of ultrasonic rodent repelling devices in hopes that their efficacy will lead to a reduction in rodenticide use
- Used less fuel and drove less km to generate the same unit of revenue (per \$1000)

PEOPLE AND COMMUNITIES

- Donated to the Canadian Blood Services through our "Fight the Bite to Save a Life" campaign.
- Supported many businesses and charitable organizations by volunteering and donating essential services
- Attended a ReVive Team Workshop in support of Habitat for Humanity
- Competed in the annual Brad May Hockey Celebrity Hockey Classic, and supported the Rolling Wheels for Easter Seals initiative to raise funds for the Easter Seals

HEALTH AND SAFETY

- Piloted the Mentor driving program with two branches in ON and BC
- Supported our employee's mental health with Mental Health in the Workplace training and the implementation of a Zen Room in our Head Office for a soothing and relaxed space to recharge.

2022 INITIATIVES

- Plans to implement beehives in NS and NB in Q1
- Plans to introduce a formal battery recycling program in Q1
- Plans to roll out Ultrasonic rodent devices once testing is complete, and a Sharps Disposal Service
- Lower Fleet Emissions: All 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 2022, we will be rolling out the Mentor program to all Orkin locations across Canada, continuing to improve route management, and exploring hybrid vehicles.
- Further phasing out of fluorescent fly lights in favour of LED fly lights

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 can gain a good understanding of where local needs 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.



Calgary Branches food bank drive for the Veterans Association Food Bank



Mississauga Food Bank representative accepting our donation from the Kennedy Rd. office.



McMaster Children's Hospital Foundation receiving a donation from our Kennedy Rd. office



Tony Arruda (left) presenting donation on Dec 16th 2021

Our Orkin Canada family continued to champion the season of giving by providing necessary supplies and a cash donation to the Luso Canadian Charitable Society. These supplies will help support families and Individuals living with disabilities, along with their caregivers and guardians. The charitable donation will also aid in the delivery of programs and services that provide opportunities to facilitate independence and growth for individuals with disabilities.



Low-income seniors are some of the most “at risk” population in our communities, and the COVID pandemic has exacerbated these conditions. The holiday season can be a challenging time for these vulnerable members of society, so the Orkin Canada GTA family

teamed up with the Peel Paramedic Association to support the gift baskets for seniors’ program. We donated 51 Christmas baskets filled with holiday goodies such as gift cards, blankets, socks, cookies, and other festive necessities to seniors in need. We look forward to continuing to give back to our local communities and hope we can inspire others to do the same.

SLEEVES UP INITIATIVE – CANADIAN BLOOD SERVICES DONATION

The pandemic has had an immediate and long-lasting impact on every sector including healthcare. This meant that many vital services such as Canadian Blood Services couldn’t operate necessary blood drives, leading to a shortage in supplies and blood donations. The Orkin Canada family wanted to do their part to help the Canadian Blood Services, and as result the ***Fight the Bite to Save a Life*** campaign was created! During this campaign Orkin Canada pledged to donate \$50 for every residential mosquito job completed from May 1st to August 31st. The Orkin Canada team was extremely supportive of this initiative and ensured that customers were always aware of the progress during the campaign. The marketing team also created various posts and videos to promote the initiative, while Canadian Blood Services also helped bring additional attention to this campaign by creating



posts promoting the cause on their social media channels. By the end of the campaign, Orkin Canada was able to raise **\$10,000** to be donated to the Canadian Blood Services. A cheque presentation ceremony was held on September 15th, with Orkin Canada President Rob Quinn making a trip down to Ottawa to personally present the cheque at the Canadian Blood Services headquarters.



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. In 2021, we were excited to be able to support Habitat for Humanity again with the opportunity to attend their ReVive Team Workshop in November.

The ReVive Workshop recycles and transforms donated products and materials that would otherwise go to a landfill and then sells the items in support of Habitat for Humanity. The facility includes a fully equipped workshop and DIY zone where our teams made Canadian flags out of recycled wood and boat shaped bookcases which would later be sold in Habitat stores.





ORKIN STUDENT 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. In 2021, the winner of the Orkin Student Award went to **Katherine Hunt**, a third year Biology student from Brandon University with great potential for a future in Entomology!

K9 HANDLER VOLUNTEERS

With the recent resurgence of Bed Bug infestations, Orkin Canada's detection and pest control 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.



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 6 years. Mike and other Orkin employees, along with their friends and families, have competed on Orkin's sponsored team, the Orkin Blades, and in 2021 the team was sponsored again.



Some of the most widely known and largest Easter Seals services are its summer outdoor activities, like Camp Woodeden near London, ON where we donate regular pest control services in support of the program. In 2021, a **Rolling Wheels for Easter Seals Initiative** was created to raise much needed funds and support many Easter Seal's kids who were unable to attend camps due to the

pandemic or in some cases obtain much needed accessibility equipment to live their daily lives. As we always strive to support our communities, Orkin Canada pledged to participate in the Rolling Wheels Initiative and encouraged employees to stroll, wheel, blade, or run, 1km or 5km in support of the Easter Seal's kids. All funds raised went toward purchasing urgently needed mobility and accessibility equipment for children and youth in Ontario with physical disabilities.



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, Health and Safety, Accounting, Area and Branch Management, Human Resources, and Senior Leadership.

The company is committed to engaging and attracting women into careers in pest control by promoting the benefits of a stable,

worthwhile, and flexible industry which can offer appealing options for a successful work/life balance. The combination of the fast-paced, detail-oriented, solutions-driven challenges and the ability to connect with and help colleagues and customers across the country is a great fit for many women looking to push the boundaries of traditional sex-defined roles in the workplace.



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 ranked 27th in the prestigious **Top 100 Training Organizations** recognized by Training Magazine in 2021 and was also the proud recipient of the Outstanding Training Initiative Award. The Top 100 ranking is determined by assessing a range of qualitative and quantitative factors, including financial investment in employee development, the scope of development programs, how closely such development efforts are linked to business goals and objectives, and their effectiveness in terms of business impact.



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 and new name for the 2022 annual award banquet. The annual awards will now be branded as the LEAD Awards - Leadership and Excellence through Actions and Decisions, which include additional incentives, guest speakers, and pre-planned outings.

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 is committed to recruiting and retaining, a diverse workforce of ethnic, gender, sexual orientation, and racial backgrounds. By increasing the diversity of our workforce, we look to increase an environment where all succeed and thrive. Our vision it to have a culture of inclusion, where all individuals feel respected and are treated fairly with an equitable opportunity to excel. We are committed to creating organizational change focusing on inclusion for all, with our goal to implement a curriculum of diversity training that is inclusive of both required and elective training opportunities.

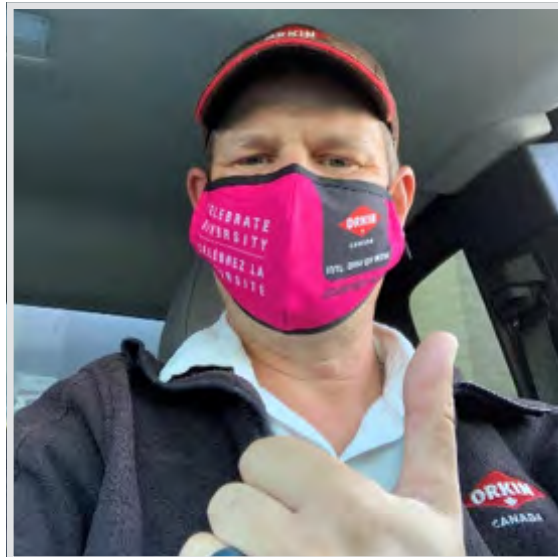
Our commitment to workplace inclusion is guided by our values:

- Be Respectful
- We Do the Right Thing, Always

- Serve Others
- Be Candid and Honest
- Be Open to Change
- Accept and Value Differences

CELEBRATING DIVERSITY & INCLUSION

On April 14th, Orkin took the time to spread awareness for Diversity and Inclusion. Everyone received a "Celebrate Diversity" mask to wear, and the day was dedicated to bringing people from all walks of life together in order to celebrate diversity and put an end to bullying and discrimination. Orkin Canada is proud to be an organization that celebrates diversity and provides an equal environment for all, where every employee's voice matters.



Sept 30th - Truth and Reconciliation, Orkin Canada recognized the tragic, heartbreaking devastation that the Canadian residential school system inflicted upon so many and reflected on the dark moment in Canada's history. In honour and in remembrance of the memory of the Indigenous children who died, the suffering of their families and the collective trauma this has triggered for Indigenous people across the country, Orkin Canada showed our support by wearing orange for the historic day of Truth and Reconciliation.



Head Office celebrated Diwali which is referred to as “Festival of Lights”

During the holiday season, Head Office celebrated Diwali which is India’s biggest and most important holiday of the year. The Hindu celebration is referred to as the “Festival of Lights” which gets its name from the row (avail) of clay lamps (deeps) that Indians light outside their homes to symbolize the inner light that protects from spiritual darkness. To celebrate Diwali, the office kitchen was decorated with décor from India, and the group dined on freshly baked samosas, chocolate and Gulab Jamun.



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."

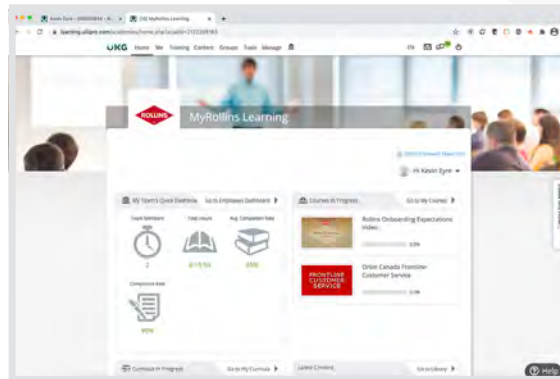
COVID-19 RESPONSE

In 2021, we continued to closely monitor the coronavirus outbreak, prioritizing the safety of both our employees and customers. In addition to following the guidance of the Public Health Agency of Canada and the World Health Organization (WHO), our policies and procedures were continually updated to keep pace with the ever-changing climate of COVID-19 restrictions. Furthermore, to raise awareness of the negative impact COVID-19 has placed on everyone's mental health, we supported our employees with Mental Health in the Workplace training and implemented a Zen Room in our Head Office for a soothing and relaxed space to recharge.

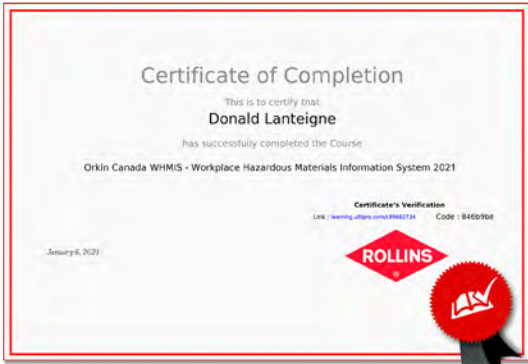


SAFETY TRAINING

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.



FLEET SAFETY

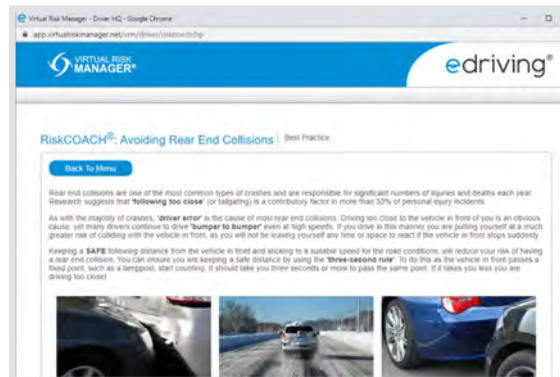
Employees who operate company-owned vehicles on behalf of Orkin Canada drive in excess of 25 million kilometers each year. The company's commitment to highway safety, employee welfare, and that of the general public is a top priority, with the ultimate goal to eliminate preventable collisions, injuries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



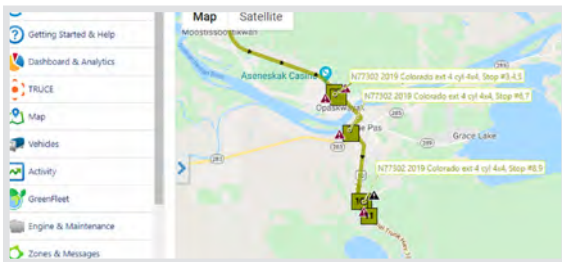
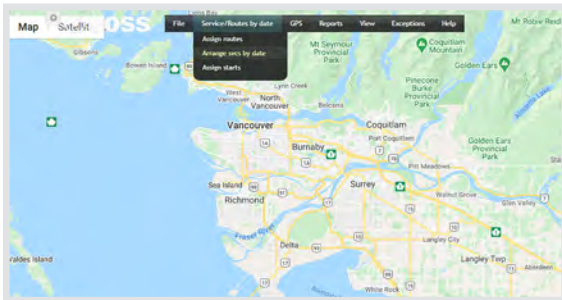
Although driving risks cannot be controlled completely, Orkin Canada manages these risks through comprehensive vehicle policies, cell phone control, validated risk assessments, and continuous driver safety programs. Basic driving skills are evaluated at the time of hire using license checks, field trainer 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, excessive speeding, and harsh braking.

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.



The company continues to find ways to improve driver safety, and in 2021, two branches in ON and BC were chosen to pilot the Mentor driving app which is downloaded on employee's devices to monitor and calculate FICO scores aligned with driving behaviours. The Mentor app monitors speeding, distraction, cornering, harsh braking and acceleration, and provides customized training playlists based on the results of the safe driving score. Orkin Canada plans to roll out the Mentor program to the rest of the company in 2022.



MENTOR TSP APP:

- **Detects** risky driving behavior and rewards safe maneuvers using an industry accepted FICO scoring system. Drivers scoring below 710 have a higher likelihood of being involved in a collision.
- **Digitizes** the vehicle inspection process and helps short cycle maintenance and repairs.
- **Distributes** targeted micro-training (Coaching Playlists) directly to a driver's cell phone to improve experience, retention and compliance.
- **Delivers** an integrated coaching process to address risky behavior and respond to MVR violation activity.
- **Driver "Circles"** to view and recognize peer driving performance. Managers included.



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.

HELPING MAINTAIN THE BEE POPULATION

At Orkin Canada, we are not just pest control experts – we also want to ensure that the future of the planet is sustainable and play our part to secure the future of these amazing pollinators for the future generations. Bee colonies can easily cohabitate with humans, and even flourish in urban areas if they have an abundance of water, floral resources, and a temperate climate.

We have welcomed over 5,000 honeybee tenants at both of our Burnaby, BC and our Mississauga, ON branches, and installed a third hive in Coquitlam, BC. These amazing honeybees are cared for and supported by our partner Alvéole, who ensure that the health and enhancement of our bee population is thriving, and who will also help us to expand our honeybee program across Canada in 2022.



Our Kennedy Rd. beehive colony swarmed for a second time in 2021, which required the population to be divided up to remove the extra brood. The result of the “splitting” created 500 new honeybee hives which were given to local beekeeping organizations, businesses, and apiaries to replace and boost large honeybee population losses that occurred during the winter.

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 continues to meet all the criteria to be GreenPro certified and maintain an Ecovadis sustainability rating.



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

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 over a horizontal line.

OFFICIAL SIGNATURE

for the IPM policy submission, and earn credits 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.



ENVIRONMENTALLY RESPONSIBLE PRODUCTS

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

Orkin Canada’s proven disinfection process has been used for years to disinfect commercial locations after pest cleanouts, and since the pandemic began, we have continued to provide customers our VitalClean Service as a safe and effective way to eliminate a wide variety of pathogens, including the coronavirus which causes COVID-19. In 2021, we also launched a COVID-19 PPE Disposal Service to help our customers safely manage the increased personal protective waste imposed on their businesses.



DISPOSABLE GLOVES AND GARBAGE BAGS

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. However, due to the increased demand for personal protective equipment during the pandemic, the initiative was put on hold until 2021 when we were at last able to source and switch all nitrile gloves and service garbage bags to landfill biodegradable versions.

LED FLY LIGHTS

In 2021 we fully launched our exclusive lineup of LED fly lights. These LED lights have a faster fly catch rate, reduced CO₂ footprint, and save our customers money via reduced power consumption when compared to traditional fluorescent models.



According to the manufacturer's data this equates to our customers producing 176,805 kg less CO₂ (via energy consumption) vs conventional fluorescent fly lights in 2021 alone. In addition, we saved our customers over \$47,000 in power consumption costs. As we continue to phase out our fluorescent models these numbers will continue to grow.

Our goal for 2022 and beyond is to further explore and adopt the use of green products

Environmental Benefits of Waste Disposal System for 3 Ontario Locations In 2021: 100% Waste Diverted From Landfill

Year to Date Cardboard Recycling MT **9.980**

Year to Date Energy Recovery MT **24.860**

Number of mature trees saved **187**

Litres of oil saved **19,281**

Kw of Electricity sold to the grid **3,679.206**

Litres of gasoline saved **998**

Litres of water saved **291,516**

Greenhouse Gas Reduction: **64.6347_{mt}**
1 MT of waste = 2.6 tonnes less of CO_{2e}

Kw-hr of electricity saved **45,110**

Landfill airspace saved **30_{cu meter}**

Landfill Space Saved: **19.8876_{cu meter}**

and pest control solutions, and further integrate them into our day-to-day operations.

RODENTICIDE CHANGES

In early 2021 Orkin Canada made the decision to voluntarily phase out its use of all Second Generation Anticoagulant Rodenticides (SGARs) containing the active ingredient *brodifacoum*. Studies have shown that this active ingredient contributes to secondary poisoning of animals that prey upon rodents.

ULTRASONIC DEVICES

In a further effort to reduce the use of rodenticides, Orkin Canada began testing new ultrasonic technologies to repel rodents from buildings. Existing ultrasonic devices have been proven to not be an effective long-term solution. The cutting-edge technology we have been trialling is showing very promising results. We plan to move to the next phase of trials, and then on to implementation, in 2022.

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

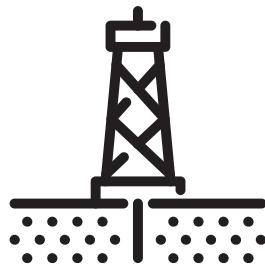
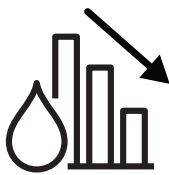
To minimize the amount of waste sent to landfills, Orkin Canada has implemented several recycling initiatives, and has planned to launch a formal battery recycling program in Q1 of 2022. In 2020, our home office began using a new garbage disposal process that can lower the environmental impact of waste by providing zero landfill solutions while generating power through waste-energy technologies. In 2021, the company expanded this waste diversion program to include 2 more Orkin Canada office locations in Ontario (Environmental Benefits of 100% Waste Diverted from Landfill data on page 28).

Meanwhile, our individual branch offices are equipped with a variety of strategies to divert

Environmental Impact Summary: SHRED-IT Recycling - 2021

Gallons of oil saved

7,409



Kilowatts of energy saved

78,644



Cubic yards of landfill space saved

62



Trees saved

333



Gallons of water saved

136,490



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 26 locations in Canada, and according to our current environmental impact summary, we saved 333 trees in 2021 (see data on page 29).

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.

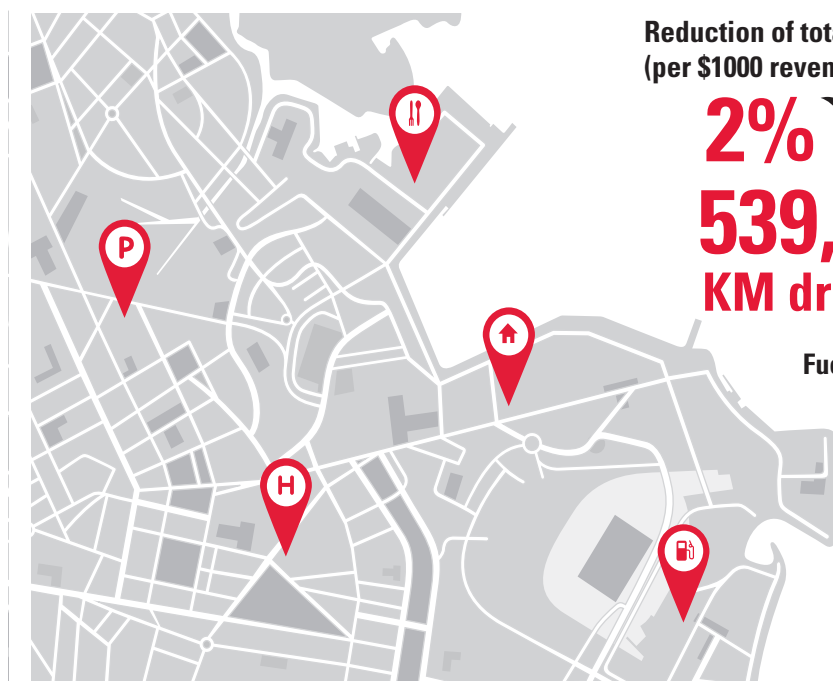
For several years, the company has adopted route-optimization software to improve service routes by reducing planning and travel time, allowing drivers to make more stops in less time thus increasing productivity, and reducing

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 an increased revenue of 8% in 2021, Orkin Canada was able to reduce the total number of kilometers driven by 2% (per \$1000 revenue) since 2020 which equates to approximately 539,787 km. Furthermore, a 4.34% fuel savings has been realized (per \$1000 revenue) in 2021 compared to 2020, which translates into approximately 148,442 litres of less fuel used.

Orkin Canada Fleet Reductions



Reduction of total KM's driven
(per \$1000 revenue)

2% ↘ =
539,787 less
KM driven

Fuel savings (per \$1000 revenue)

4.34% ↘ =
148,442
litres of
fuel saved



COMMUNICATION AND REPORTING

By embracing today's high-tech world, Orkin Canada has established many ways to incorporate technology throughout its operations to champion waste reduction and improve productivity. For many 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 / 2021), 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.



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