

SUSTAINABILITY REPORT 2022



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INTRODUCTION

At Orkin Canada, we believe our responsibility as a service provider extends beyond just offering the gold standard in pest control, but it also means supporting the well-being of our communities, celebrating our diversity as a company and advancing solutions that minimize our impact on the environment. It is my privilege to share with you the progress we have made towards our sustainability goals and the greater impact they have on our environment, society and industry as a whole.

Orkin Canada is a people-oriented company where our employees are our most important asset. We strive to uphold our Mission Statement by putting “people first” and providing a “safe and engaging workplace,” where our commitment to providing exceptional service provides growth and opportunities for people in all parts of the company to learn, succeed and fulfill career aspirations.

To continue prioritizing the health and safety of all employees, we have prioritized our commitment to highway safety. Employees who operate company-owned vehicles on behalf of Orkin Canada drive over 26 million kilometers each year. With the goal of eliminating preventable collisions, injuries and driving infractions while improving safety awareness, we rolled out the Mentor driving program across all branches in Canada and since 2021, we have seen a marked improvement in the number of preventable driving incidents.

Orkin Canada continually strives to find ways to create positive and lasting impact in local communities. After the impact of Hurricane Fiona had on local communities, our Nova Scotia branch supported Feed Nova Scotia by donating 107 boxes of breakfast cereal to a school food drive. As we continue seeing the lasting impact of the pandemic on vital services such as a shortage in national blood drives, supplies and blood donations, our Orkin Canada family gave back through volunteers donating blood across the country. We also partnered with Canadian Blood Services for another year with our Fight the Bite to Save A Life campaign.

In 2022, we supported the Hospital for Sick Kids Get Loud initiative and raised enough money across Canada to qualify for the top corporate placement with the Hospital for Sick Children in Toronto. We also take great pride that each of our branches across Canada support their communities via a variety of platforms such as Habitat for Humanity, food banks, women’s shelters and seniors’ programs.

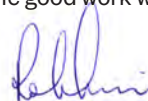
As we strive to become the best service company helping to control pests in our customer’s homes and businesses, we also believe it is our responsibility to deliver safe, reliable services in an environmentally responsible way and care for our local habitats. And we know that as pollinators, bees are essential to the survival of natural ecosystems and food industries in North America. In 2022, we maintained our beehives in ON and BC, and introduced several new hives in Dartmouth, NS; Moncton, NB and Calgary, AB. Additionally, our Moncton, NB branch was involved in a hive rescue where they successfully merged a wild colony into already established beehives, boosting honeybee populations in the area. In 2023, we hope to expand our honeybee programs across Canada to help keep the bee population thriving for future generations.

While the pest control industry has traditionally been male dominated, we have been successful in attracting women into different roles and departments within the company. This year, we were able to join in honoring women in pest control and were proud to have one of our own, Jennifer Peckford, win the National Pest Management Association’s (NPMA) 2022 Women of Excellence Award. Orkin Canada is proud to be represented by our intelligent, thoughtful and strong women who make our company what it is today. Diversity is one of the pillars that we emphasize, and we will continue to help attract, develop and support our talented women at Orkin Canada in the variety of roles they hold.

As part of our commitment to strengthening the environment and making the planet more sustainable for future generations, we implemented a number of recycling initiatives aimed at minimizing waste sent to landfills and launched a formal battery recycling program in Q1 2022. On an individual branch level, our offices are instituting recycling, using communal water coolers, proper battery disposal and a company-wide paper shredding program. All of these initiatives saved a total of 798 trees in 2022 alone.

As a leader, I am increasingly proud of not only our exceptional service in pest control, but also our dedication to encouraging and honoring the diversity in our work family, strengthening local communities, and both exploring and prioritizing greener initiatives to help the environment. As we continue onward as a company, we will work to show that providing quality pest control services is only the beginning of the good work we do at Orkin Canada.

Rob Quinn – President



2022 SUSTAINABILITY HIGHLIGHTS

Our Business

- Successfully integrated a new company, Bugs Plus into our Orkin Canada family
- Committed to holding quarterly virtual company-wide meetings to address fiscal matters, current affairs, as well as the corporate direction and our vision for the future
- Continued to celebrate our annual business awards with a new format and additional incentives

The Environment

- Proudly launched our Sharps Service involving safe work procedures for collecting sharps containers
- Decreased our mileage and fuel needs through improved routing, scheduling, and reducing inefficient driving habits
- Retained GreenPro certification and an acceptable Ecovadis sustainability rating
- Saved over 798 trees through our recycling and waste reduction programs
- Introduced beehives in Calgary, AB, Moncton, NB, Dartmouth, NS, and boosted local bee populations
- Launched a battery recycling program from coast to coast (where available)

People and Communities

- Donated to the Canadian Blood Services through our “Fight the Bite to Save a Life” and Sleeves Up campaigns
- Supported many businesses and charitable organizations by volunteering and donating essential services

- Competed in the annual Brad May Hockey Celebrity Hockey Classic and supported local sports clubs

Health and Safety

- Rolled out the Mentor driving program across all branches in Canada
- Reduced the number of preventable driving incidents with medium to high damage especially involving rear-end collisions
- Achieved improvements in both Total Recordable Incident Frequency (TRIF), and Loss Time frequency rates
- Set goals to improve our injury rates for both Total Recordable Incident Frequency (TRIF) and vehicle Collision Frequency Rate (CFR) rates by 10% in 2023

2023 Initiatives

- Plans to support Habitat for Humanity with the NS chapter in the Spring of 2023
- Lower Fleet Emissions: All our service vehicles are equipped with GPS to assist with reduced speeds and idle times, both of which reduce emissions. In 2023, we will continue to drive the Mentor program, improve route management, and explore hybrid vehicles.
- Complete the implementation of our RFS (Rollins Field Services) schedule optimization and route organization tool to reduce KMs driven, reduce fuel emissions, and improve on safety metrics.

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.

Hurricane Fiona

After the serious impact Hurricane Fiona had on local communities, our Nova Scotia branch supported Feed Nova Scotia by collecting and donating 107 boxes of breakfast cereal to a school food drive.



Nova Scotia Branch

Cambridge Vegetable Garden

Not only does Orkin Canada support its clients, but sometimes our working relationships have provided unique and rewarding ways to partner together. Our branch in Cambridge both sponsored and worked a vegetable garden at their client's culinary teaching academy which helped to feed over 35 families from the donation to the food bank in Waterloo.



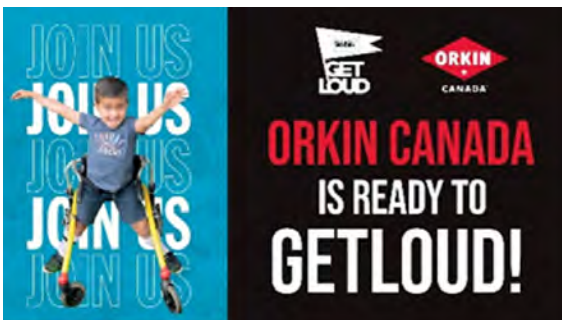
Chef Murray Zehr and Mike Dunn, Cambridge shown above.



Sponsored hockey team in Riverview, NB

Sick Kids Hospital

The Hospital for Sick Children (SickKids) in Toronto, ON has been on the front lines in the fight for children’s health for over a century, and Orkin Canada wanted to do its part to ensure that more children in need have access to those vital health services. Across the country, our company entered a corporate challenge team and **raised over \$53,500 for the SickKids GetLoud** virtual walk/run event which ended with an in-person celebration at Downsview Park in Toronto, ON.



Gift Baskets for Seniors

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 2 of our customer service representatives, Cherish Macartney and Jennifer Bugden, made the personal contribution of teaming up with the Peel Paramedic Association (for a second year) to support the gift baskets for seniors program.”) 60 Christmas baskets filled with holiday goodies such as gift cards, blankets, socks, cookies, and other festive necessities were donated 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.



Peel Region Community Paramedic, Karen Pauloni with 60 Gift Baskets for Seniors



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 for another year with volunteers donating blood across the country and through the Fight the Bite to Save A Life campaign. 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 was able to **raise \$7,500 to be donated to the Canadian Blood Services**. Orkin Canada President Rob Quinn making a trip down to Ottawa to personally present the cheque at the Canadian Blood Services headquarters.

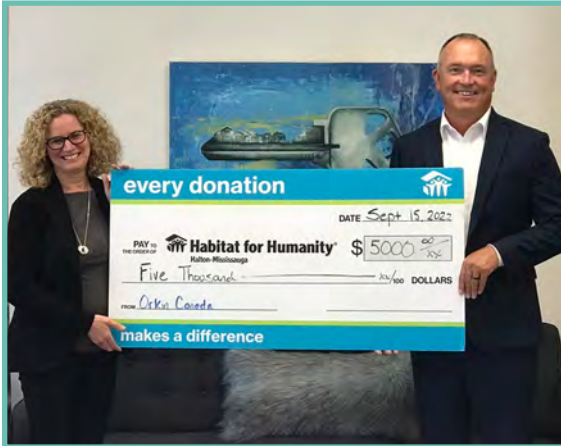


Burnaby technicians donating blood.

Habitat for Humanity

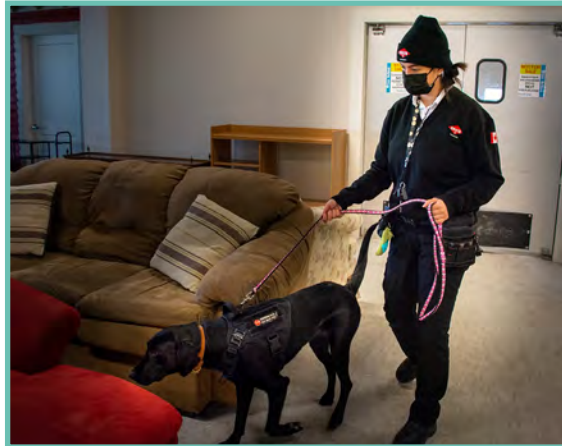
Deciding to get involved with Habitat for Humanity was an easy decision for Orkin Canada as it provided an excellent opportunity to give back to local communities and support an organization that has helped thousands of families across Canada build better lives through affordable homeownership. So far, 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 2022, we were excited to financially support Habitat for Humanity again and have plans with the NS chapter in the Spring of 2023.



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.



Brittany and Peace, St. John's NL

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 for the seventh year, **Cambridge Branch Manager**,



Mike Dunn organized and competed alongside other employees, friends, and family, on Orkin's sponsored team, the Orkin Blades. The tournament **raised over \$320,000 for the Easter Seals** which was the most successful year to date!



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.



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.



Our parent company, Rollins Inc., ranked 25th in the prestigious Training APEX Awards in 2022. The Training APEX Awards 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 “RAVING FANS!” 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 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 LEAD Award Banquet (formerly Toppers Awards 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 100% Club, Technician Leaders in Production and Sales, and our Sales Leaders in Top Sales.



Murray Pearson receives his LEAD award from President Rob Quinn

As part of our mission to provide opportunities for our people to learn, succeed and fulfill career goals, the company continues to celebrate the annual LEAD (Leadership and Excellence through Actions and Decisions) awards where recipients are acknowledged for their hard work, talent, and dedication within Orkin Canada.



The 2022 LEAD Awards banquet was a 1920's Great Gatsby style event in the Imperial Room, a beautifully decorated Art Deco ballroom at the famed Fairmont Royal York hotel in Toronto, ON.

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

Orkin Canada is proud to be an organization that celebrates diversity and provides an equal environment for all, where every employee's voice matters. As a leader in pest control, Orkin Canada recognizes the ongoing responsibility to create an inclusive space where people can feel comfortable to be themselves. We believe the rights of LGBTQ2+ individuals should always be protected and will continue to advocate for inclusivity.



Head Office celebrated Caribana 2022.

Our head office staff had a blast embracing the Caribbean spirit in time for North America's Largest Caribbean Carnival, Caribana 2022. There was a limbo contest, games, food and a fun time was had by all (including our President, Rob Quinn who showcased his impressive hula hooping skills). We look forward to more team building and cultural events that allow us to embrace the diversity of our people.



Showcasing Women in Pest Control at Orkin Canada

The National Pest Management Association's (NPMA) Women of Excellence Award recognizes women who demonstrate outstanding leadership and have made notable contributions to the development and growth of the profession, their business, and other women in the industry. The award recipient is recognized at the NPMA Annual Conference, PestWorld each year.

Their mission is to attract develop and support women in the pest management industry through educational programs, resources, and peer networking. Each year they offer up grants to women in pest management to help further develop their careers. Across all North America, there is only 1 winner and Orkin Canada is very proud to have one of their own, **Jennifer Peckford, ON**, win the **2022 Women of Excellence Award**, grant funds for support development, as well as a trip to the PestWorld event in Boston. At the event, the PWIPM held a luncheon and awards ceremony in Jennifer's honor.



Jennifer Peckford – PWIPM 2022 Grant Winner



Orkin Canada is proud to be represented by our intelligent, thoughtful, and strong women, who make our company what it is today. Diversity is one of the pillars that we emphasize, and we care to express it in various ways through the work we do for our clients and how we operate as a team! Through social media posts, the company regularly showcases the talented women at Orkin Canada in the variety of roles they hold.

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



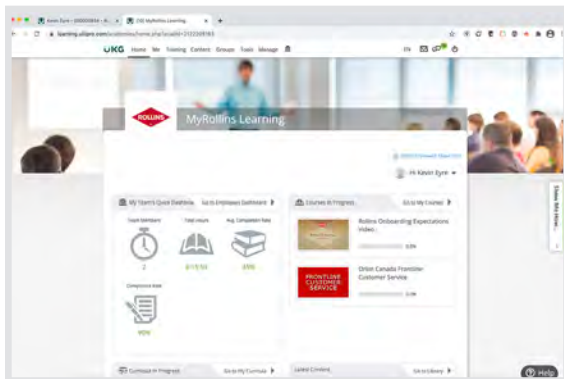
HEALTH & SAFETY

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.

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.



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

Mental Health in the Workplace

We continue to make Mental Health in the Workplace a priority, providing training and resources to improve awareness and understanding of one of the leading causes of disability in Canada.



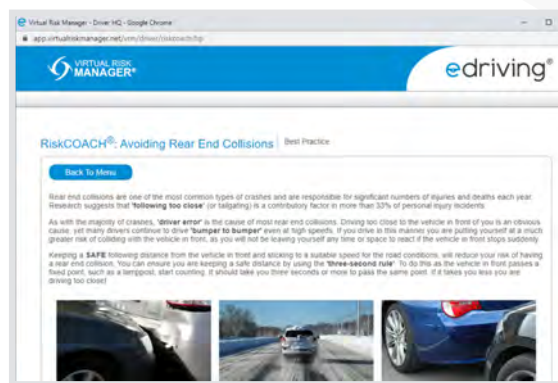
Pesticide Safety

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 26 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.

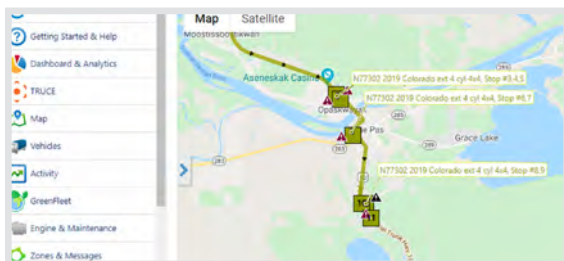
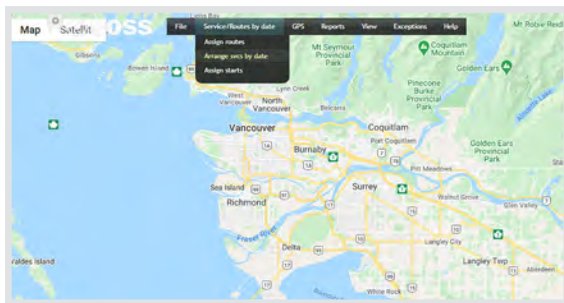
Although driving risks cannot be controlled completely, Orkin Canada manages these risks through comprehensive vehicle policies, cell phone control, validated risk assessments, and continuous driver safety programs. Basic driving skills are evaluated at the time of hire using license checks, field trainer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



The company continues to find ways to improve driver safety, and in 2022 after piloting the Mentor TSP driving app with 2 branches in 2021, Orkin Canada launched the Mentor program to the rest of the company. The driving app 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.

Since 2021, we have seen a marked improvement in the number of preventable driving incidents with medium to high damage especially involving rear-end collisions.

- 61% less incidents of Speeding over 30km/h
- 13% less preventable incidents
- 44% less preventable incidents causing over 2K damage to vehicle.
- 39% less preventable rear-end incidents.
- 80% less preventable rear-end incidents causing over 2K damage to vehicle.



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.



Health and Safety Goals

In comparison to 2021 health and safety statistics, Orkin Canada achieved improvements in both Total Recordable Incident Frequency (TRIF) rate which saw a 7% decrease overall, and Loss Time frequency rate which reduced by 48%. Along with our parent company and other Rollin's brands, Orkin Canada has set goals to improve our injury rates for both TRIF and vehicle Collision Frequency Rate (CFR) rates by 10% in 2023.

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.



Moncton, NB hive



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.

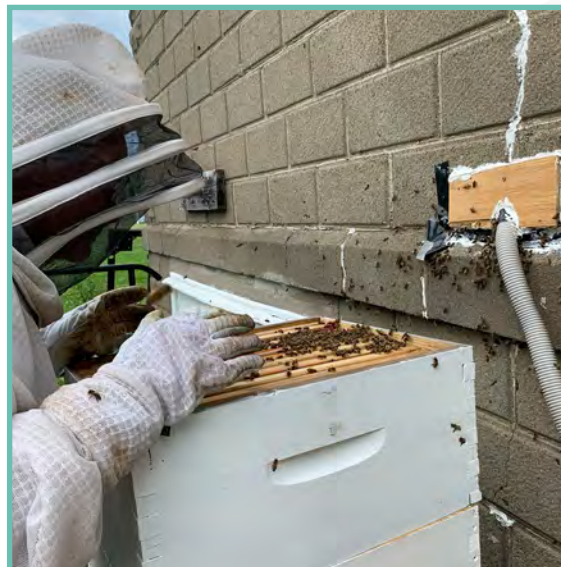
Helping Maintain the Bee Population

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 been busy maintaining our beehives in ON and BC, and in 2022, several new hives were added in Dartmouth, NS, Moncton NB, and Calgary, AB.

As well as providing our own beekeeping talents, these amazing honeybees are also 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 2023.



Our Moncton, NB branch was involved in a hive rescue where they successfully merged a wild colony into already established beehives, boosting honeybee populations.



Calgary, AB roof top hive.



Dartmouth, NS hive

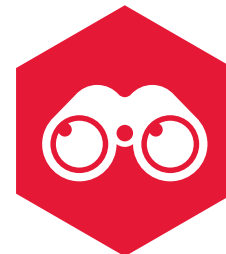
Integrated Pest Management

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 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.



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.

As we continue to phase out our fluorescent models these numbers will continue to grow. Orkin Canada's LED fly lights are all in line with UN Sustainable Development Goals. Through the reduction in energy consumption, the fly lights are already compliant with SDG goal 7.3, as against the UN timelines of 2030. With the ability to reduce carbon emissions, it also plays a part in achieving SDG goal 13 for Climate Action.



Reduction in Energy Consumption and Carbon Emissions

- Efficient • Sustainable
- Cost-effective

LED Fly Light Model	CO ₂ Reduction VS Fluorescent Models	Power Savings to our Customers	# Fluorescent Tubes Prevented From Being Used
Genus FLI LED	107,613 kg	\$36,491	6,522
Cobra LED	260,190 kg	\$88,176	17,346

* Above chart is based on 2022 data:

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.

Battery Collection

Partnering with an established, best -in-class collection and recycling program such as Call2Recycle Canada Inc has allowed Orkin Canada to set up 22 locations across the country for our own internal battery recycling as well as operating as public drop off points. From a network of over 9,000 sites, the recycling program ensures safe collection, transportation, and recycling of consumer batteries across Canada.

Ultrasonic Devices

Continuing our goal to explore and adopt the use of new and innovative green products and pest control solutions, Orkin Canada has partnered with a company that manufactures a unique ultrasonic rodent deterrent that operates with a proprietary algorithm to ensure rodents cannot get used to the sounds emitted from their device. This truly sets this ultrasonic device apart from any other on the market today..

EcoBloc is safer than rodenticides, environmentally sustainable, and completely inaudible to humans. Unlike traps and rodenticides, EcoBloc will not harm non-target species and helps minimize human contact with potentially disease-bearing rodents by keeping them away from buildings, reducing the risk of food contamination and waste. EcoBloc works

like an invisible fence around your facility emitting high frequency ultrasonic sound waves that create an acoustically hostile environment to repel rodents, causing them to move away to find alternative means of food and shelter.

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 launched a formal battery recycling program in Q1 of 2022. In 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. In 2021, the company expanded this waste diversion program to include 2 more Orkin Canada office locations in Ontario.

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 26 locations in Canada, and according to our current environmental

Environmental Benefits of Waste Disposal System for 3 Ontario Locations in 2022: 100% Waste Diverted From Landfill

Year to Date Cardboard Recycling MT

14.438

Year to Date Energy Recovery MT

46.416

Number of mature trees saved



270

Litres of oil saved



27,894



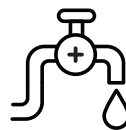
Kw of Electricity sold to the grid

6,869.634



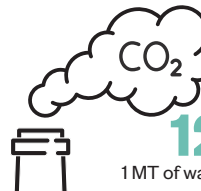
Litres of gasoline saved

1,444



Litres of water saved

421,734



Greenhouse Gas Reduction:

120.6827^{mt}

1 MT of waste = 2.6 tonnes less of CO_{2e}

Kw-hr of electricity saved

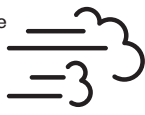


65,260

Landfill airspace saved

43

cu meter



Landfill Space Saved:

37.1331

cu meter

impact summary, we saved 528 trees in 2022.

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.

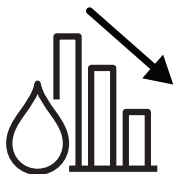
Monitoring GPS tracking data assists the company to identify and reduce inefficient driving habits, like speeding, harsh driving, and excessive idling, which consume more fuel and consequently emit more carbon.

Even with an increased revenue of 7.2% in 2022, Orkin Canada was able to reduce the total number of kilometers driven by 4% (per \$1000 revenue) since 2021 which equates to approximately 1,020,187km. Furthermore, a 4.6% fuel savings has been realized (per \$1000 revenue) in 2022 compared to 2021, which translates into approximately 160,315 litres of less fuel used.

Environmental Impact Summary: SHRED-IT Recycling - 2022

Gallons of oil saved

11,731



Kilowatts of energy saved

123,480



Cubic yards of landfill space saved

93



Trees saved

528



Gallons of water saved

216,090



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.

Orkin Canada Fleet Reductions



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

4% ↘ =
1,020,187
less KM driven

Fuel savings (per \$1000 revenue)

4.6% ↘ =
160,315
litres of
fuel saved



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