



MAPLE LEAF (PARMA) AND ORKIN PCO SERVICES A GOLD MEDAL TEAM



Partnership is the key factor of Maple Leaf (Parma)'s successful pest management program. As a leading consumer packaged food company producing high quality food products, the company is susceptible to pests looking for access to food, water and shelter in their facility. With that in mind, the Maple Leaf plant in Laval, Quebec partnered with Orkin PCO Services starting in 1999 to help proactively keep pests at a distance.

Maple Leaf relies on Orkin PCO Services' Gold Medal Protection, a comprehensive Integrated Pest Management (IPM) program developed specifically for the highly regulated food processing and packaging industry. IPM relies on proactive measures such as sanitation and facility maintenance to prevent pests before they become a problem. The Gold Medal Protection partnership enables Maple Leaf to focus on its food products and ensure they are of the high quality their customers expect.

In recognition of Maple Leaf's successful IPM partnership with Orkin PCO Services, the company received a 2009 Gold Medal IPM Partner Award from Orkin, The IPM Institute of North America, and NSF Cook & Thurber. To learn more about their award winning IPM program we spoke with Maple Leaf's Quality Assurance Manager Sylvie Pelletier and St. Laurent-based Orkin PCO Services Branch Manager Ashik Ladha. Following is an edited transcript of those interviews:

Why is Maple Leaf deserving of the Gold Medal IPM Partner Award?

Pelletier: "We take an energized approach to pest management. The interior and exterior of our building are examined on a regular basis and we follow stringent sanitation requirements. We have truly developed a team effort against pests and work closely with our Orkin PCO Services Pest Specialist."

Ladha: "Maple Leaf has a dedicated staff of IPM partners. Their commitment to preventing pests has allowed us to form an increasingly successful partnership."

Why is IPM so critical to Maple Leaf's business?

Pelletier: "We produce packaged foods; therefore, we have to maintain the highest level of food safety. We have to be as responsive as possible when it comes to pest management. Instead of relying on chemicals, IPM focuses on the preventive action that helps us protect the quality of our food."

Ladha: "IPM is critical to any business, but for Maple Leaf it is essential because they produce consumable products for millions of customers. Since the goal of IPM is to limit the use of chemical treatments as much as possible, our efforts and

Maple Leaf's IPM program play an integral role in pest management by creating a greater focus on sanitation and facility management."

How does each partner contribute to the pest management efforts at the facility?

Pelletier: "Our employees know how important our IPM program is and how debilitating pests can be to the operation of our facility. We are constantly on the lookout for pests. Each employee is involved in the IPM program and work with the

Quality Assurance Team to address potential issues. We have a program in place that recognizes initiatives to improve food safety and pest management in our plant."

Ladha: "Maple Leaf understands the importance of a partnership and has welcomed their Orkin PCO Services Pest Specialist as if he were an employee. This helps Orkin focus on pest prevention instead of waiting to react to problems in the facility after they happen."



Orkin PCO recognizes Maple Leaf's extraordinary commitment to IPM with a 2009 Gold Medal IPM Partner Award.

"We've seen great results from our partnership with Orkin PCO Services. Having Orkin onsite on a weekly basis really helps us stay on top of our IPM program."

– Sylvie Pelletier
Quality Assurance Manager
Maple Leaf (Parma)

What results has your award-winning partnership achieved?

Pelletier: "We've seen great results

from our partnership with Orkin PCO Services. The one thing we value most is our weekly follow up. Having Orkin onsite on a weekly basis helps us stay on top of our IPM program and also helps integrate the Pest Specialist with our team."

Ladha: "Maple Leaf continues to promote a zero tolerance policy for pests in the plant. With pest activity under control, they can focus on providing high quality food products to consumers and we can focus on pest management."