



CANADA™

**Pest Control That
Puts People First**



SUSTAINABILITY REPORT 2024



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INTRODUCTION



INTRODUCTION



INTRODUCTION

I am proud to present our annual sustainability report, which reflects our unwavering commitment to responsible business practices, teammate engagement, inclusivity, health and safety, community impact, and environmental stewardship. As we navigate a rapidly changing world, we continuously assess the business landscape, while also evaluating our strengths and opportunities. Our core values guide our approach to creating a sustainable future and delivering continued success.



PEOPLE FIRST

We prioritize the continuous improvement and development of our skilled professionals, whose dedication, expertise, and respectful attitudes define the high standards we uphold. By placing our people at the heart of everything we do, we ensure that Orkin Canada thrives in both performance and culture.



COMMUNITY

As committed corporate citizens, we ensure that we treat the spaces we live, work, and play in the most responsible manner. We extend this responsibility beyond customers, recognizing that we are also members of the communities we serve. Orkin Canada is dedicated to positively impacting the lives of our teammates, their families, and our broader communities.



EMPATHY

We understand the distress that unwanted pests bring and approach each customer interaction with care and compassion. Our commitment is to bring peace of mind to those we serve, ensuring their well-being and comfort in every encounter.



SUSTAINABILITY

Sustainability is at the heart of Orkin Canada's values. Our responsibility extends beyond offering the gold standard in pest control. We are dedicated to minimizing our environmental impact and advancing solutions that contribute to a more sustainable future. Our efforts support the sustainability goals of both our residential and commercial customers, ensuring a greener tomorrow for all.



SAFETY

The health and safety of our team members, customers and communities are of paramount importance. Our objective is unequivocal: to ensure everyone returns home safe every night. We recognize that fulfilling our commitment to our clients can only be achieved when safety is prioritized, and we are committed to consistently adhering to the highest safety standards across all levels of our business.

By aligning ourselves around these core values, Orkin Canada is positioned to grow faster than the market, secure our future, and create lasting value for all stakeholders - our customers, teammates, communities, and shareholders.

I want to thank you for your continued support and trust in Orkin Canada. Together, we can build a better, more sustainable world for all.

Rob Quinn | President



2024 SUSTAINABILITY HIGHLIGHTS





2024 SUSTAINABILITY HIGHLIGHTS

OUR BUSINESS

- ◆ Successfully integrated five new companies, Astro Extermination, Regionex Extermination, Sheldon Pest Management, Standard Pest Control, and Enviro-Guard Plus Inc. into our Orkin Canada family.
- ◆ Continued holding quarterly virtual company-wide meetings to address fiscal matters, current affairs, as well as the corporate direction and our vision for the future.



THE ENVIRONMENT

- ◆ Decreased our mileage and fuel needs per \$1,000 revenue through improved routing, scheduling, and reducing inefficient driving habits.
- ◆ Retained GreenPro certification and Ecovadis subscription.
- ◆ Saved the equivalent of 1176 trees through our recycling and waste reduction programs.
- ◆ Maintained beehives in Burnaby and Coquitlam BC, Calgary AB, Dartmouth NS, Moncton NB, and Mississauga ON which are designed to boost local bee populations, and supported our teammates to start their own hives.
- ◆ Recycled a total of 160Kg of batteries through a battery recycling program.



PEOPLE AND COMMUNITIES

Supported many businesses and charitable organizations by volunteering and donating essential services, including more than 750 man hours and contributing more than \$52,000 towards community organizations across Canada. We look forward to continuing to serve our community and giving back in order to contribute to a better place for future generations.



HEALTH AND SAFETY

- ◆ Continued the use of the Mentor driving program across all branches in Canada to promote safe driving habits.
- ◆ Orkin Canada aims to reduce vehicle incidents, which we measure and monitor through the vehicle Collision Frequency Rate (CFR). Orkin Canada has also set goals to reduce incidents and injuries by monitoring the Total Recordable Incident Rate (TRIR), and Lost Time Frequency Rate (LTFR).

2025 INITIATIVES

- ◆ Reduce Fuel Consumption: All our service vehicles are equipped with GPS to assist with reduced speeds and idle times, both of which reduce fuel consumption. In 2025, we will continue to use the Mentor program, improve route management, and incorporate hybrid vehicles into the Orkin Canada fleet.
- ◆ Continue using RFS (Rollins Field Services) to improve route organization and reduce mileage driven, reduce fuel consumption, 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 teammates are empowered to go that extra mile by donating their time, expertise, and goodwill to many great initiatives all over the country.



BACKPACKS FOR SCHOOL CHILDREN

As part of our ongoing commitment to make a positive impact in our communities, the Orkin Canada Cares team put together 96 backpacks filled with school supplies to help the children of the Toronto District School Board (TDSB) who may not have the means to obtain the necessary supplies in time. A special thanks to Michelle Gazzelone, Division Human Resources Manager, for spearheading this worthy initiative. At Orkin Canada, we believe that growth and learning are essential to success and by providing those families with those school supplies, we are helping take away a stressor that allows students to fully embrace the school year.



CITY OF HAMILTON TREE PLANTING AT WINDERMERE BASIN PARK

Members of our Orkin Canada Cares team from our London, Stoney Creek and Cambridge branches came together to plant over 720 trees at Windermere Park in Hamilton, ON. As ongoing rehabilitation efforts have been taken within the area, our team enjoyed doing our part to help plant trees to revitalize the area.

HAMILTON SALVATION ARMY DONATIONS

Our Stoney Creek Orkin Canada Cares team held their annual toy drive in support of the Hamilton Salvation Army. Led by branch manager Rory Scott, it was a privilege to give back to our local community, and we're proud to contribute to making the holiday season a little brighter for families in need.



NOTTAWASAGA VALLEY CONSERVATION AUTHORITY

Our Orkin Canada Cares team planted over 400 trees as part of our ongoing work with the Nottawasaga Valley Conservation Authority to restore the Nottawasaga Valley and prevent erosion.



NIAGARA PENINSULA CONSERVATION AUTHORITY

Our Stoney Creek Orkin Canada Cares team volunteered with the Niagara Peninsula Conservation Authority in Wainfleet Ontario, planting trees throughout the property. The team helped plant 300 native trees and shrubs in the Long Beach Conservation Area.



UNCLE NEIL AND FRIENDS TOY DRIVE

The Orkin Canada Cares team was thrilled to contribute to holiday wishes this year with a generous toy donation to the Uncle Neil and Friends toy drive to benefit the CP24 58th Annual Christmas Wish Campaign. Our Orkin Canada Cares teams from Mississauga, Toronto, head office, Barrie, and Oshawa came together to create our own Orkin Toy Mountain for this great cause. Uncle Neil was amazed by our generosity as he picked up the toys in a big truck!



CELEBRITY SPORTS DINNER SPONSORSHIP

Orkin Canada's Regionex and Ottawa branches joined together to purchase a table as an All-Star sponsor for the 26th annual Ottawa Celebrity Sports Dinner in support of the Soloway Jewish Community Centre.



DAILY BREAD FOOD BANK

The Orkin Canada Cares Downtown team dedicated their time to a kitchen shift with the Daily Bread Food Bank in Toronto, assisting with food preparation. They peeled and chopped potatoes, carrots, celery, and parsnips, transforming these ingredients into meals that were distributed to local food banks.



FLAMBOROUGH FOOD BANK

Our Stoney Creek Orkin Canada Cares team wanted to lend a hand to the Flamborough Food Bank packing food for families who rely on it.



WINDSOR ESSEX COMMUNITY HOUSING DINNER

The Windsor Orkin Canada Cares team contributed their time in the kitchen for a Christmas function to help serve meals to the Glengarry neighbourhood building tenants in support of the Windsor Essex Community Housing Corporation.



COQUITLAM ANIMAL SHELTER

This past holiday season, our Vancouver and Burnaby Orkin Canada Cares team chose to donate toys and food for cats and dogs at the Coquitlam Animal Shelter. The Coquitlam Animal Shelter receives and cares for stray animals found in the cities of Coquitlam, Port Moody and Port Coquitlam. Animal shelter staff work to reunite pets with their owners as quickly as possible, and to make their stay as comfortable as possible while they are in their care. Missing pets and strays are held at the shelter for one week before being placed up for adoption. The toys and food help comfort these animals during their time of need.



SMILE COOKIE CAMPAIGN

Our Stoney Creek Orkin Canada Cares team spent some time decorating Smile cookies. For the 2024 Tim Hortons Spring Smile Cookie campaign. Our team was incredibly grateful to have been selected to participate in this campaign knowing that 100% of the proceeds from each cookie sold in Hamilton would be donated to the Food4Kids Hamilton and Hamilton Food Share organizations to help families in the community who are experiencing food insecurity.



OPERATION FRIENDSHIP SENIORS SOCIETY

Our Edmonton Orkin Canada Cares team volunteered their time to assist Operation Friendship Seniors Society (OFSS) with their Carnival Day setup. Our dedicated team members were present to help ensure the event ran smoothly. We are grateful to Operation Friendship Seniors Society for giving us the opportunity to be a part of this special day and we are committed to making a positive impact on the lives of seniors in our local communities.



FOOD BANK ON WHEELS

Our Coquitlam Orkin Canada Cares team partnered up to donate non-perishable food items to Food Bank on Wheels this past holiday season. Food Bank on Wheels provides perishable and non-perishable food hampers to single parent families that are in need and cannot go to a regular food bank due to an illness or disability in the family.



CORNER BROOK NEWFOUNDLAND SALVATION ARMY

In November, the Salvation Army Gingerbread House at the Valley Mall in Corner Brook opened its doors for another season of giving and joy. Among the warm melodies of the East Side Elementary School choir and the festive tunes of the Salvation Army band, people came by to donate gifts for those in need. However, that morning, something truly special stood out: a heartwarming act of kindness from three amazing Orkin Canada teammates. Joey Vokey, Stephen Hartery, and Darren Lovell from Orkin's Branch 65, who call the West Coast of Newfoundland home, took it upon themselves to spread holiday cheer by purchasing and donating toys for families in need. Their generosity is a shining example of how we can all come together to make a difference in our community.



SLEEVES UP INITIATIVE - CANADIAN BLOOD SERVICES DONATION

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.

The Orkin Canada team was extremely supportive of this initiative and was able to raise \$8,550 to be donated to the Canadian Blood Services as part of our 2024 #FightTheBiteToSaveALife campaign. Orkin Canada President Rob Quinn and Vice-President Bruno Levesque presented the cheque to the Canadian Blood Services at Orkin Canada's head office. With blood donations in high demand, we're all in to support those who need it most.



MULTIPLE SCLEROSIS WALK IN LONDON, ONTARIO

Orkin Canada's Calgary and London branches joined together to raise funds and show support for the over 90,000 Canadians living with multiple sclerosis at MS Walk in London, Ontario in May 2024. Collectively they raised over \$2,900 for programs, support services, and MS research that will make lives better for those affected by MS.



MOVEMBER: A MUSTACHE MISSION FOR A CAUSE!

In November, Christopher Donohue (Branch Manager, 50 South Shore) and Jonathan St. Pierre (Branch Manager, 51 North Shore) along with many others embraced the spirit of Movember by growing their mustaches and raising donations totaling \$665 for a meaningful cause—supporting efforts to combat prostate cancer.



FOOD4KIDS MISSISSAUGA

Our head office and Mississauga Orkin Canada Cares team made a food donation to Food4Kids Mississauga, supporting their vital mission to ensure that children have access to proper nourishment. Our donation helped provide 87 children with the nutrition and sustenance they needed. Together, we can make a meaningful impact and assist those in need within our communities.



Our Prince George, BC branch supported the Big Brothers Big Sisters of Northern BC with a donation of \$500.

Our Manitoba Orkin Canada Cares team was a Gold sponsor of the 2024 Entomological Society of Manitoba's Annual Meeting.

Our Orkin Canada Cares team donated \$3,000 in services and 60 man hours to Habitat for Humanity.

Our Cambridge Orkin Canada Cares team was a corporate sponsor and donated their time for the Woodstock Truck Show and Music Festival in support of Ontario Special Olympics and Woodstock Developmental Services.



Our Stoney Creek Orkin Canada Cares team volunteered at the St. Catharines Salvation Army Toy Drive.

Our Southeastern Ontario Orkin Canada Cares team contributed towards the United Way Prince Edward County Silent Auction, the Volunteer Fire Fighter Bethany Toy Drive, and donated food to the Durham Food Bank in Oshawa.



Our Calgary Residential Orkin Canada Cares team showed their support for The Veterans Food Bank of Calgary by contributing towards a food donation bin.



The Atlas Pest and Wildlife Control Orkin Canada Cares team contributed to the Lookout Society Coat Drive along with Orkin Canada's Lower Mainland branches, was a sponsor for Atira Development Society's 2STGD Housing Project for Aoki Ross House Event, and made donations to the First Service Residential Campaign for Canuck Place Children's Hospice, the Canadian Cancer Society, Harvest Project, Movember Foundation, Canucks Autism Network, and FCR Thriving Neighbourhoods Foundation.



Our London Ontario Orkin Canada Cares team sponsored several local events including the Sarnia Lambton Crime Stoppers 2024 Golf Tournament as a hole sponsor, the Easter Seals Ontario Plumber Golf Tournament as a hole sponsor, the Optimist Club of Lambton Central Petrolia where they sponsored an Astronomy Event For Children, and sponsored the Hospital Activity Book for Children.

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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.

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.

CANDLELIGHTERS SIMCOE

Candlelighters Simcoe was founded in 1990 and strives to support services for families of children with cancer and bridge those gaps by providing much-needed programs and services for families in Simcoe County and surrounding areas, and to those they depend on for strength and support. As a not-for-profit, volunteer-driven organization, Candlelighters Simcoe endeavours to lessen the burden carried by families in Simcoe County and surrounding areas who struggle with childhood cancer, letting them know that they are not alone in their fight.

Although it's a small part, the Barrie Orkin Canada Cares team participated in this heartwarming initiative, helping to distribute carefully prepared Christmas boxes to families facing the challenges of childhood cancer.

Orkin Canada also helped to raise \$1,700 for Candlelighters Simcoe with the purchase of our holiday gift cards.



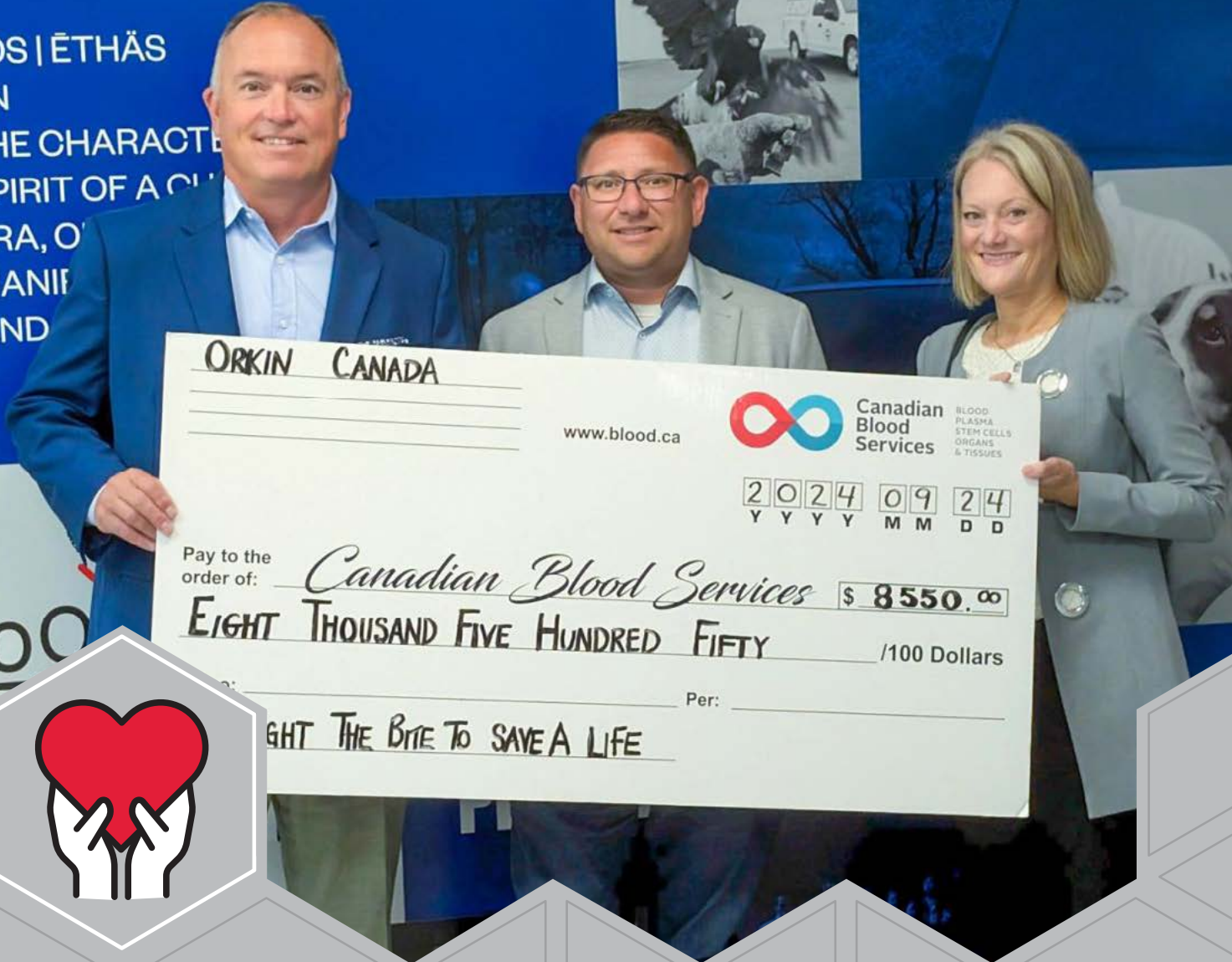
CENTRAL OKANAGAN FOOD BANK

Our Kelowna Orkin Canada Cares team organized a branch and community food drive. The donations helped those who rely on the Central Okanagan Food Bank.

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OUR PEOPLE AND CULTURE



OUR PEOPLE AND CULTURE

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

Orkin Canada's ethos is about fostering a winning culture at Orkin Canada by clearly articulating what we stand for — our position, our purpose, our mission, our vision and our values. Orkin Canada's ethos helps us communicate why we come to work, how we differentiate ourselves from other service companies, and what we do to embody it each and every day. Our ethos will guide us as we personify and shape our Orkin Canada of the future. Orkin Canada's 5 core values are people-first, community, empathy, sustainability, and safety.

Orkin Canada is a pest control company that puts people first while providing pest control that ensures peace of mind in the communities where we work, live, and play. Our mission is to deliver peace of mind to the communities we serve through exceptional service, caring partnerships, continuous growth, and opportunities to learn, succeed, and make a difference. Our vision is to protect every Canadian from pests where they work, live, and play.

Orkin Canada knows that investing in people is what improves quality of life in the communities it's a part of. Committed to servant leadership and continuous improvement, its team trains every member of the organization to ensure they have the confidence to deliver remarkable service, a platform to share diverse ideas, and the holistic support they need to grow as people—and professionals. This people-first foundation defines how each person at Orkin serves their customers: every partnership is fueled by empathy, commitment to safety, and a drive to protect the community they share.



GREAT PLACE TO WORK® CERTIFIED

Orkin Canada is proud to announce that we have been re-certified as a Great Place to Work® for 2025 after a thorough, independent analysis conducted by the Great Place to Work Institute® Canada for the second year in a row. This certification is based on direct feedback from our teammates, provided as part of an extensive and anonymous survey about their workplace experience.

We would like to thank our entire Orkin Canada family, both past and present, for playing a vital role in fostering the culture and growth of our company. Being recognized as a great place to work, having a positive company culture built on the principles of inclusion, community, communication, and safety, affirms what we have known all along – our people make Orkin Canada great.





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 teammates 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.

ONBOARDING

Orkin's onboarding process is designed to immediately help new teammates 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.

New teammates 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 teammate will be expected to complete an initial in-house training syllabus with direct instruction from certified trainers.



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, Orkin Pro, 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 approaches to 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 gender-defined roles in the workplace.

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 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.



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 teammates 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; and a tuition reimbursement benefit for qualified dependents.

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

IVAN JOSEPH EDUCATIONAL ALLOWANCE

Orkin Canada is proud to announce the creation of the Ivan Joseph Educational Allowance. Ivan Joseph was a trailblazer and pioneer within the pest control industry, who LOVED serving people! Ivan spent over 40 years with PCO Services/Orkin Canada, starting as a technician, then venturing into many years of management and Quality Assurance.

Ivan strived for excellence in all aspects of his life and always had a hunger for knowledge. We look forward to continuing to carry on Ivan's legacy through this Educational Allowance and know that he would be truly honoured that the Educational Allowance in his name will provide support for future generations of knowledge seekers.



TRAINING AND DEVELOPMENT

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, teammates 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, teammates 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 teammate 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 teammates through education, training and certification.



COMMUNICATION

Communication is key to building a strong and respectful culture, where teammates 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 teammates. While open communication is always encouraged between teammates and management, Orkin Canada also uses several channels to enhance teammate 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 facilitate teammate engagement within the whole organization.

All full-time teammates 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, teammate awards and promotions, and a section called "RAVING FANS!" which is dedicated to showcasing customer reviews recognizing teammates who have provided exceptional service.

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

Additionally, each year our teammates participate in the Teammate Engagement Survey which focuses on how the company measures up to its potential, teammate expectations and measuring teammate 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 teammate responses with respective departments, and Town Halls and other meetings are organized to share and present feedback from the survey. We continued to hold quarterly virtual meetings to allow the entire company to stay connected and be fully informed on fiscal matters, as well as the current corporate direction and our vision for the future.



The Orkin Edmonton North & South teams held a pumpkin carving skills to the test in October 2024! After voting, it was a 3-way tie! Winning design by Alfonso Ornillo from Edmonton South branch.



The Vancouver Island branches 29 (Victoria Pest Control) and 34 participated in an axe-throwing team-building exercise, strengthening teamwork and collaboration.



Branch 12 (Downtown) Manager Garrett Brown brought the team together for a Blue Jays game, fostering camaraderie and team spirit.



OUR PEOPLE AND CULTURE



RECOGNITION

Orkin Canada understands the importance of sustaining a culture of engagement, loyalty and high performance where teammates come to work every day feeling valued, supported, motivated, and appreciated for their efforts.

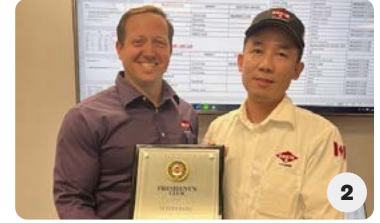
By setting clear performance expectations, communicating corporate objectives, and identifying growth opportunities, the company is able to evaluate and recognize teammate accomplishments, as well as provide feedback.

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

Apart from recognizing teammate 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 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.

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.



1. Mike Stephenson (left) with Branch Manager Kevin Shanahan (right) - LEAD 2023 | **2.** Steven Dang - Presidents Club | **3.** Tanasis Petrupis - Presidents Club | **4.** John Christmas - LEAD 2023 | **5.** Daniel Dallaire - Presidents Club | **6.** Rob Brown - Presidents Club | **7.** Khorl Horton and Branch Manager Matthew Wright - LEAD 2023 | **8.** Orlando Duarte Caro and Branch Manager Matthew Wright- Branch recognition award | **9.** Simon Pettipas and Branch Manager Christopher Gore - Teammate Recognition | **10.** Service Manager Jason Costantini (left) and Dave Laska (right) - LEAD 2023



CREATING AN INCLUSIVE WORKPLACE

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 allow all Orkin Canada teammates to be 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 teammates. The Company is firmly committed to equal employment opportunity and a work environment that recognizes and respects teammate 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, provincial, municipal, and city laws and regulations. Our culture of inclusivity is evident and reinforced by providing an anonymous hotline dedicated to solicit teammates' 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 provide an environment where all can succeed and thrive. Our vision is 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.



CELEBRATING DIVERSITY & INCLUSION

Orkin Canada is proud to be an organization that celebrates diversity and provides an equal environment for all, where every teammate'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.

At Orkin Canada, we cherish the diverse cultures represented by our teammates and actively seek opportunities to honour these unique backgrounds. On November 1st, our head office team came together to celebrate Diwali. From applying beautiful henna tattoos to decorating diya lamps, the team enjoyed a wonderful time embracing this vibrant festival.

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 risk, provide guidance on appropriate behaviour, and continue to foster the culture of honesty and accountability. Management instills a culture in which compliance with company policies and all applicable laws to drive business activities.



RETENTION AND TENURE

Orkin Canada is proud of our company culture and putting people first. In 2024 our teammate retention rate was 77%. 40% of our teammates have been with the company for more than 5 years, and 15% have been with the company for more than 15 years. 3% of our teammates have been with the company for more than 30 years.

1. Debbie McGivern - 25 years of service presented by Branch Manager Kevin Shanahan | **2.** Serge Lafrance - 30 years of service presented by Area Manager Jim Malcho and Service Manager Danielle Timothy | **3.** Forrester Henriksen Retirement Party - Manitoba Branch 44 | **4.** Branch 54's Julien Dutil Seguin, presented by Branch 53's Branch Manager Jason Rose | **5.** Rollins CEO Jerry Gahlhoff (left) with Orkin Canada President Rob Quinn for Rob's 30 years of service award





HEALTH & SAFETY





HEALTH & SAFETY

Orkin Canada is committed to providing a safe and healthy working environment for our teammates 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.

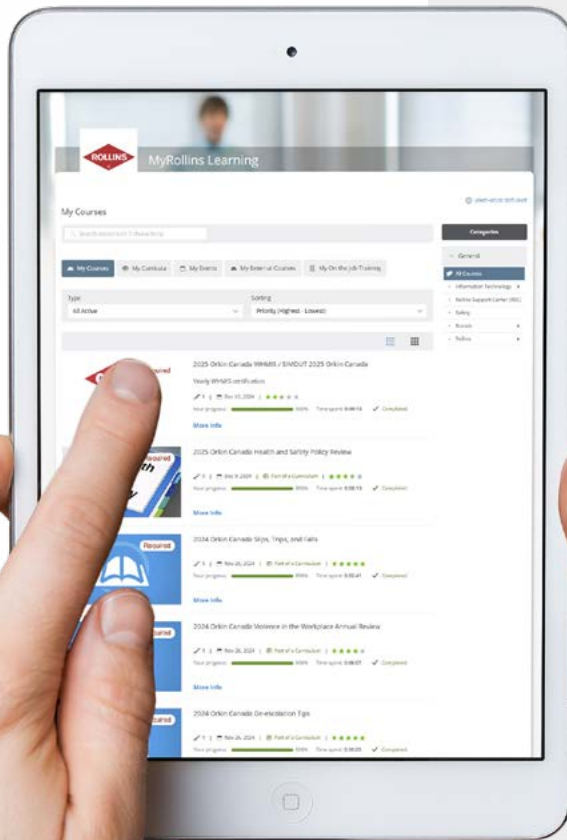
At Orkin Canada, safety is everyone's business, and it is our mission to ensure that every day is a Work Safe day.

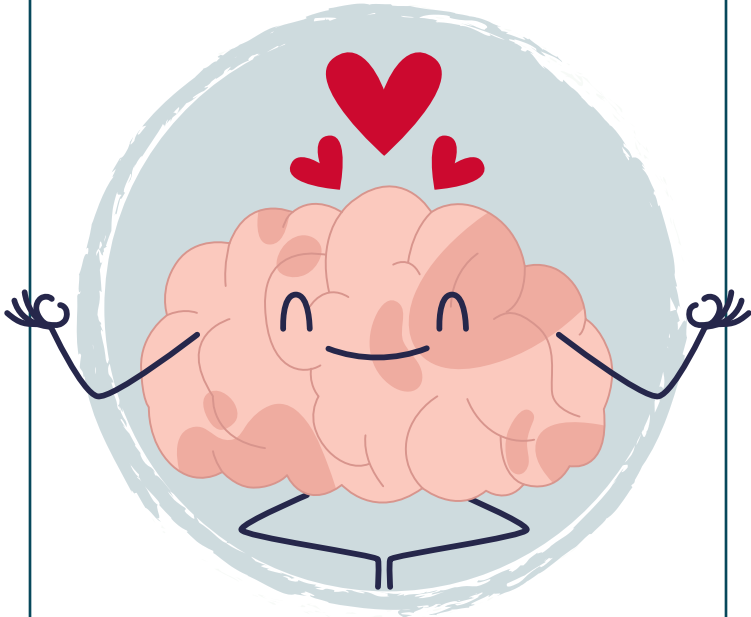
SAFETY TRAINING

At the time of hire, all teammates 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.





MENTAL HEALTH IN THE WORKPLACE

According to the government of Canada, mental illness is experienced by 1 in 3 Canadians during their lifetime.

We continue to make Mental Health in the Workplace a priority, providing training and resources to improve awareness and understanding of mental health disabilities.

PESTICIDE SAFETY

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 facilitate their training and knowledge about the inherent risks of working with pesticides and how best to protect themselves, the public, and the environment.

FLEET SAFETY

Teammates who operate company-owned vehicles on behalf of Orkin Canada drove in excess of 33 million kilometers in 2024. The company's commitment to highway safety, teammate 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 teammate'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 violations of key metrics such as time spent idling, excessive speeding, and harsh braking.

The company continues to find ways to improve driver safety, including continuing the use of the Mentor TSP driving app throughout the Company. The driving app is downloaded on teammate's devices to monitor and calculate a FICO® Safe Driving Score 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.





HEALTH & SAFETY



MENTOR TSP APP

Detects risky driving behavior and rewards safe maneuvers using an industry accepted FICO scoring system.

- ◆ 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 violation activity.
- ◆ Uses driver "Circles" to view and recognize peer driving performance, including managers.



HEALTH AND SAFETY GOALS

Orkin Canada aims to reduce vehicle incidents, which we measure and monitor through the vehicle Collision Frequency Rate (CFR). Orkin Canada has also set goals to reduce incidents and injuries by monitoring the Total Recordable Incident Rate (TRIR), and Lost Time Frequency Rate (LTFR).



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 customers' 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. According to the National Wildlife Federation 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.

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 explore all options (which may involve relocating the hive) 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.

Orkin Canada has partnered with Alvéole, an apiary firm that helps companies, schools, and organizations meet their engagement and sustainability goals via bee-keeping solutions to help keep the health of our bee population thriving.

We have been busy maintaining our six beehives in British Columbia, Alberta, Ontario, New Brunswick, and Nova Scotia.





OUR ENVIRONMENT



INTEGRATED PEST MANAGEMENT

According to the National Pest Management Association on an annual basis, it is 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.

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.

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 teammates who sell or perform GreenPro service.

IPM AND LEED CERTIFICATIONS

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.



OUR ENVIRONMENT



GREEN PRODUCTS

Pest management techniques that replace chemical alternatives can help the environment 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 teammates 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 can reduce negative effects on 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.



OUR ENVIRONMENT



ENVIRONMENTALLY-CONSCIOUS SOLUTIONS

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.

the reduction in energy consumption, the fly lights are already compliant with an SDG goal of 7.3, as against the UN timeline of 2030. With the ability to reduce carbon emissions, it also plays a part in achieving an SDG goal of 13 for Climate Action.”

By switching over to LED fly lights from fluorescent fly lights, in 2024 we have:

- ◆ Eliminated the use of over 9,782 fluorescent tubes.
- ◆ Reduced CO2 emissions by 451,377 Kg associated with energy savings.
- ◆ Saved our customers approximately \$114,238 in energy costs.

BATTERY COLLECTION

In 2024 Orkin Canada recycled a total of 160 Kg of batteries by partnering with Call2Recycle Canada, an established, best-in-class collection and recycling program.

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 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. Due to manufacturing delays, Orkin Canada is planning to launch the EcoBloc in the second half of 2025.



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, “Orkin Canada’s LED fly lights are all in line with UN Sustainable Development Goals. Through



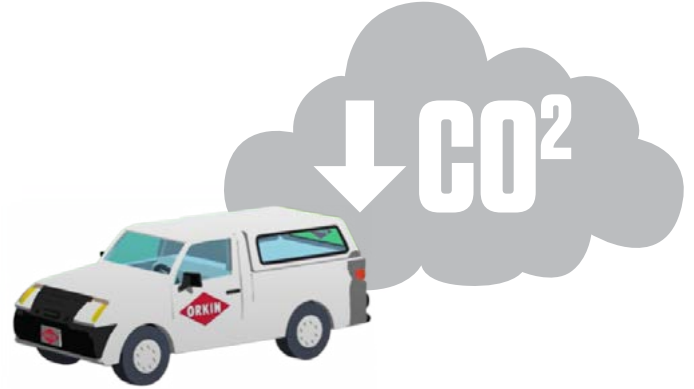
OUR ENVIRONMENT



WASTE REDUCTION

Four Orkin Canada office locations in Ontario are using a waste diversion program to lower the environmental impact of waste disposal by providing zero landfill solutions that generate power through waste-energy technologies. Our Coquitlam branch is using a waste diversion program that creates energy released from waste incineration and converts it into electricity for use in the local BC Hydro grid.

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 (recycling) program across 27 of our offices in Canada, and according to our current environmental impact summary, we saved an equivalent of 1005 trees in 2024.



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 17.40% in 2024, Orkin Canada was able to reduce the total number of kilometers driven by 3.2% (per \$1,000 revenue) since 2023 which equates to approximately 934,304 km. Furthermore, a 3.8% fuel savings was realized (per \$1,000 revenue) in 2024 compared to 2023, which translates into approximately 149,090 litres of less fuel used.

WASTE TO ENERGY INITIATIVE FOR COQUITLAM LOCATION IN 2024

23.6% of our Coquitlam branch's waste was diverted from the landfill, redirecting a combined total of 4678 Kg of plastics, cardboard, and electronic waste to energy.



Data provided by Waste Control Services Inc.



OUR ENVIRONMENT



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 teammates 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. 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 aims to act in a more sustainable fashion and reduce the resources required for printed materials and travel.



ENVIRONMENTAL BENEFITS OF WASTE DISPOSAL SYSTEM FOR 3 ONTARIO LOCATIONS IN 2024 (U-PAK DISPOSALS LTD.)

100%

Waste Diverted From Landfill



9.161

Year to Date Fibre/Wood/Metal metric tonnes (MT)



171

Mature Trees Saved

916

Litres of gasoline saved



17,699

Litres of oil saved

41,408

KwHr of electricity saved



Litres of water saved

267,593



Landfill airspace saved:

27

cubic meters



64.517

Year-to-date Energy Recovery MT



27097.14

Kw of Electricity sold to the grid



451.619

Greenhouse gas reduction carbon offset tonnage



Landfill space saved

51.6136

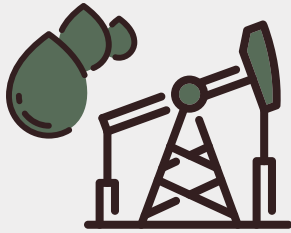
cubic meters



Data provided by U-Pak Disposals Ltd.

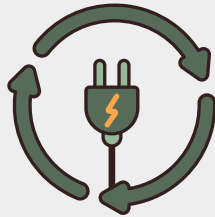


ENVIRONMENTAL IMPACT SUMMARY: SHRED-IT RECYCLING 2024



22,338
Gallons of oil saved

235,140
Kilowatts of energy saved



176
Cubic yards of landfill space saved

1005
Trees saved



411,495
Gallons of water saved

Data provided by Shred-it International.

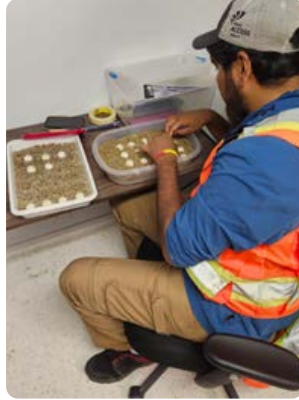


BIRDS OF PREY SERVICE

Deterring pest birds using birds of prey is a natural method of bird control that utilizes nature’s instincts. Nuisance birds perceive our trained falcons as fierce predators and will avoid conflict – meaning they will choose somewhere else to nest, roost or feed. A specially designed program of falconry, designed by our very own Orkin Pro Alex Attenborough, will exploit this instinct forcing them to change often long habituated behaviours.

Currently our birds of prey service is only available in both urban and rural areas of the Ontario region and concentrated in the Southeast area.





ATIKAMEKSHENG'S TURTLE PROJECT

Even after Larry Bieronski's retirement from Orkin, he is continuing his involvement with the Atikameksheng Anishnawbek First Nation and their turtle conservation efforts. Orkin Canada supports their important conservation efforts with a \$1,500 donation for a new incubator. This support will help ensure that the snapping turtles have a better chance of survival and continue to play their crucial role in the ecosystem. They have recently found 28 eggs and have brought them back to the center to be placed in the incubators. Protecting these eggs from both predators and human-related hazards is crucial for their survival. By relocating the eggs to a controlled environment, the team is helping to safeguard them from threats like construction zones and potential accidents, which can be devastating. Ensuring they have the right conditions will help increase the chances of successful hatching and contribute to the long-term viability of the snapping turtle population. This kind of proactive approach not only helps the turtles but also sets a strong example of conservation efforts in action. Thank you, Larry, for being such a big part of this endeavor, and we all look forward to them being released back into the wild and giving them a chance to grow and live for the next 60 to 70 years.

PESTICIDE REDUCTION

Orkin Canada has been using carbon dioxide treatments and heat treatment methods to reduce the use of traditional pesticides. The company has invested in a total of 7 heat treatment units across Canada, including 2 units in 2024.



LANDFILL BIODEGRADABLE DISPOSABLE GLOVES AND GARBAGE BAGS

In 2023, Orkin Canada sourced disposable gloves that break down by 82% in just 386 days when tested in a laboratory. By making this change, Orkin Canada used 1.83 million biodegradable gloves in 2024 which displaces the use of non-biodegradable gloves in landfills.

In 2023, Orkin Canada switched to a biodegradable garbage bag and used 375,000 biodegradable bags in 2024.



CANADA™

**Pest Control That
Puts People First**

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