



FOR IMMEDIATE RELEASE

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**Rentokil to Present Innovative Integrated Pest Management Solutions
at IFMA World Workplace 2015**

—New Products and solutions now available for facilities to ensure pest-free environment—

Reading, Pa., Sept. 25, 2015—[Rentokil North America](#), a division of Rentokil Initial plc, will exhibit in booth 311 at International Facility Management Association’s (IFMA) World Workplace 2015 being held Oct. 7-9 in Denver. Visitors to the booth will view the latest in pest control products and services now available to facility managers to ensure a pest-free environment. All of the innovative solutions are designed to improve the health and safety of every facility.

Facility managers must continue to be vigilant with their properties by routine inspection and a comprehensive pest control program that ensures infestations won’t keep prospective tenants away. To support this effort, Rentokil developed its new [PestNetOnline](#) that offers customizable reports, online analysis tools, multi-site use ability and paperless solutions designed to meet the pest control analytics needs of the commercial customer. Additionally, the company’s innovative [Luminos 3 Plus Insect Light Traps](#), an insect light trap designed to deliver enhanced flying insect pest control for businesses, will be on display as well as Rentokil’s [RADAR –Mouse Control](#), a mouse control solution that detects, captures and isolates mice efficiently and hygienically.

Eugene D. White II, BCE, technical director of North America for Rentokil will be speaking on Integrated Pest Management. His presentation will define, simplify, and connect the steps of a sound Urban Integrated Pest Management Program and focus on the single most important method of pest management in a facility, exclusion. You can hear “Integrated Pest Management: A Facility Manager’s Guide to Pest Exclusion” on Friday, Oct. 9 at 11:45 a.m. in the Leading & Bleeding Edge Learning Lab.

To add spice to the event, Rentokil will be hosting its popular [Pestaurant](#), inviting visitors to the booth during the expo to taste a variety of edible insects. Pestaurant is a mini “pop-up” restaurant that Rentokil sponsors regularly in multiple locations around the world and has created a buzz across North America with a recent event held in Boston. Visitors to Rentokil’s booth will not only have the opportunity to take the Pestaurant Challenge to taste popular insects, such as roasted crickets and mealworm lollipops; they will, more importantly, have the chance to see brand-protecting innovations.

About Rentokil North America

Rentokil North America is part of Rentokil Initial plc, one of the world's largest and most diverse business service companies, operating in 60 countries worldwide. J.C. Ehrlich Pest Control (www.jcehrlich.com), Western Exterminator (www.westernexterator.com), and Presto-X Pest Control (www.prestox.com) are all part of the Rentokil family of pest control companies in North America. They provide commercial and residential pest control, bioremediation, bird control, vegetation management, bed bug control, wild-animal trapping, and termite control from more than 200 local offices in the U.S., Canada and Mexico.

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Protecting your Commercial Property

Rentokil
Ehrlich | Western | Presto-X

Residential • **Facilities Management** • Bars/Restaurants • Offices • Food Processing • Pharmaceutical • National Food Re



Undesirable Roommates

Pest infestation and the consequences

It is essential for Facility Managers of commercial properties to deliver profitability, asset preservation and housing quality of the properties they manage. Their role, as a link between owners and tenants, involves balancing interests that can often be in conflict.

Any pest infestation involving **cockroaches, flies, rats, mice, moths, fleas, bedbugs, beetles** and **wasps** in a property severely tests this relationship as tenants understandably expect a pest-free working environment.

Facility Managers need to act quickly at the first sign of a pest problem to prevent an infestation from spreading throughout the property and neighboring buildings. Rat and mice populations increase rapidly, the cockroach populations can explode, spreading through ventilation shafts, piping and cable trays to infest entire properties in no time.

Pests pose a serious health and safety threat with the potential to contaminate food, transmit pathogenic germs and

cause extensive damage to property, equipment and buildings. Rodents gnawing on wires, for example, can short-circuit electrical systems while corrosive pigeon droppings cause costly damage to the building exterior.

The two reasons for the susceptibility of tenant properties to pest problems are the many entry points to a building presented by structural defects and a lack of awareness among tenants of the need for active pest prevention.

Rentokil's expert Technicians can act as the Facility Manager's eyes and ears during planned proactive inspections, helping them protect their investment. They will provide recommendations from their inspections to reduce the risk and severity of any pest problems.

Numerous professional Facility Managers responsible for a portfolio of commercial properties find [PestNetOnline](#), Rentokil's online pest control system, invaluable. This market-leading system highlights any areas with pest infestations or outstanding

Potential impact of a pest infestation

- Complaints that often lead to rent reductions;
- Termination of contracts;
- Voids leading to revenue loss;
- Compensation claims;
- High cost of delayed pest control treatment;
- Maintenance and repair costs;
- Tarnished reputations of the owner and property manager.

Source: Rentokil Pest Control

recommendations, enabling facility Managers to manage pest control across their entire portfolio remotely. Real-time audit and online documentation ensures that records are always up-to-date and properties can be grouped for reporting purposes.



Rentokil protects your brand and reputation.



Rentokil is the world's largest commercial pest control company.



Rentokil Provides global technical expertise.



What You Need to Know



Full Service Capabilities

Doing business with a full service company allows you to reduce suppliers and ensure effective pest control solutions for your business or home. We have dedicated Line of Business Managers to help support our Customers and field Colleagues by providing technical expertise.



Online Pest Management System

Data, pest activity and recommendations will be collected by your Technician, with their handheld computers, in real time ensuring that records are always current. The application is safe, reliable and easily accessible, making it appropriate for recording, storing and auditing valuable information pertaining to any location.



National and Global Account Capabilities

With over 1000+ branch offices, we can provide global, national and regional programs that provide consistent, documented protocols with centralized account management. Our 15 Distribution Centers allow us to deliver the right material and product to the right customer at the right price.



Third Party Expertise

Our team of experts, including 5 PhD's in Entomology, will ensure that all elements of the Pest Control portion of your Third Party Audit are compliant. Whether it's British Retail Consortium (BRC), Safe Quality Food (SQF), American Institute of Baking (AIB), NSF International Food Safety, American Sanitation Institute (ASI), Silliker or any other auditor, our entire team will work together to help you achieve the score you require.



Technician Training and Tenure

Our industry leading training program has been developed by our Director of Technical Services and Director of Technical Training – both have PhD's in Entomology and started their careers at Rentokil as Technicians. Average Technician Tenure of 8 or more years ensures that you have the technical competency to protect your most valuable assets – your facility, people and brand. All of our Technicians are individually State Licensed Applicators.



Innovation

Our products and service offerings have been setting new standards in pest product innovation for over 80 years.



Customer Management Program

Traditionally conducted by an Operations Manager or Branch Manager, each QMP audit demonstrates and ensures that we will deliver what we promise. We have a standardized process to conduct quarterly Quality Assurance Inspections. We also utilize a Net Promoter Survey (Customer Voice Counts) to measure customer loyalty throughout our organization. We value this scoring program as it enables us to understand how our Customers perceive our service. Customer loyalty is measured by a single principle: "How likely is it that you would recommend us to a friend or colleague?" Consistently, our scores outrank our competition.

You're in safe hands with our Technical Department

- Our Technical Team tests manufacturers' claims and ensures the preparations our Technicians use are effective against the pests they face;
- In-depth knowledge of all relevant laws and audit standards;
- Full and complete documentation that leaves no question marks;
- [PestNetOnline](#) - web-based reporting that includes comprehensive audit checklists, pest infestation logs, trend analysis and much, much more;
- Independent QA inspections and pre-audit reports by members of the management team;
- Ongoing Technical training to ensure we deliver industry leading solutions and service;
- Committed to quality management;
- Environmentally-responsible products and processes;
- Information to improve tenants' awareness to detect signs of pest activity at an early stage;
- Rentokil is fully insured for your added peace of mind.

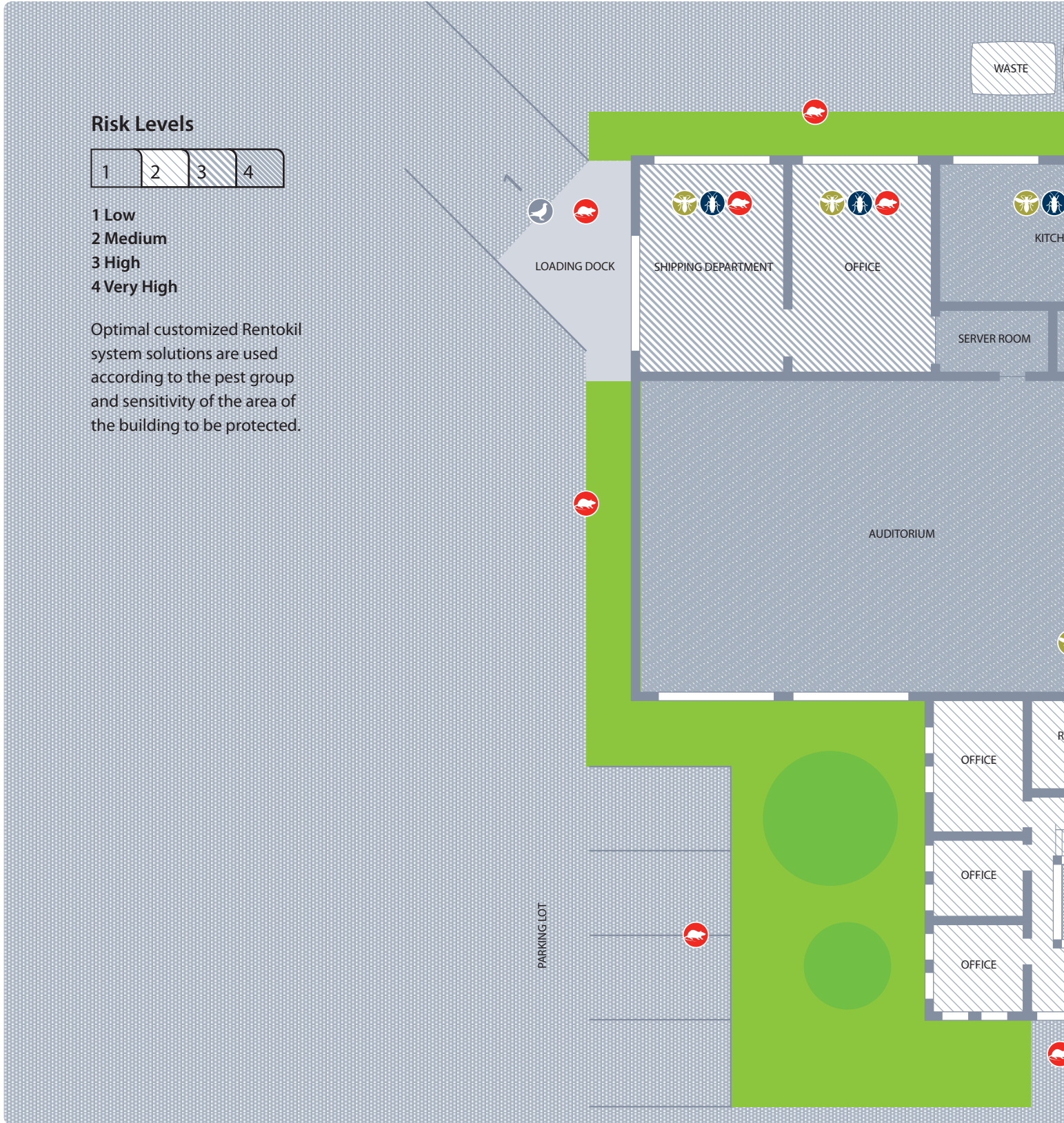
Facilities Management

Risk Levels



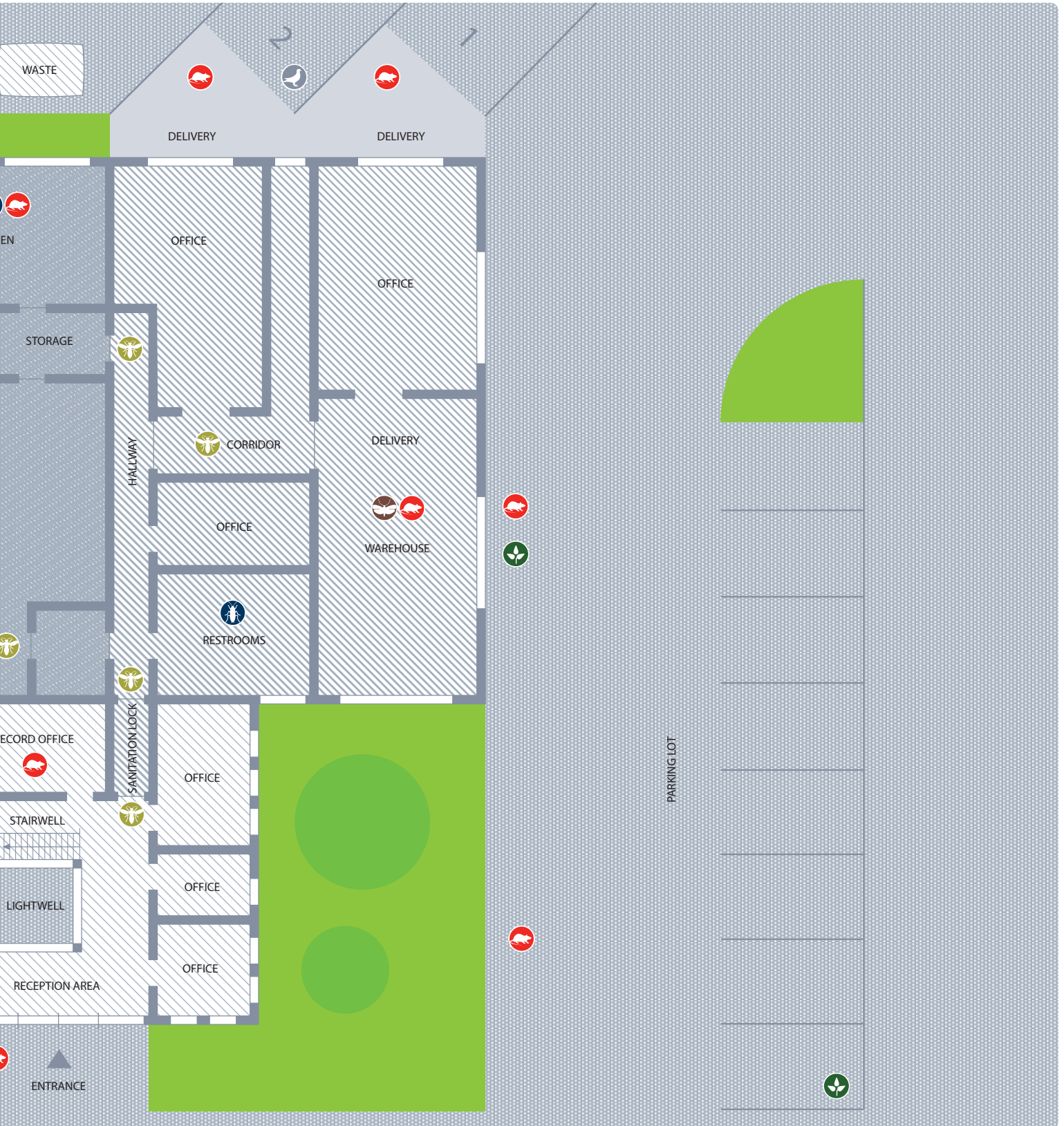
- 1 Low
- 2 Medium
- 3 High
- 4 Very High

Optimal customized Rentokil system solutions are used according to the pest group and sensitivity of the area of the building to be protected.









Risks to your property:

- Pests:**
-  Birds
 -  Cockroaches and Crawling Insects
 -  Flying Insects
 -  Termites
 -  Rodents
 -  Stored Product and Textile Pests
 -  Bed Bugs



Our Solutions:

-  Bed Bug Control Services
 -  Bioremediation Services
 -  Termite Services
 -  Bird Control Services
 -  Vegetation Management Services
-  [PestNetOnline](#)

Protecting your properties against pests



Bed Bug Services

As the experts in pest control, Rentokil's proactive approach to **bed bugs** involves education, early detection and proven eradication methods. Our team of professionals are trained to understand the biological and behavioral nature of this elusive pest.

Our solutions to eliminate bed bugs involve combinations of the following services:

- Human Inspection
- K-9 Detection
- Conventional Treatment
- Mattress Encasements
- Entotherm Technology
- Fumigation
- Steam Remediation



Bed Bug Services:
State-of-the-art inspection and treatment services



Control of Flying Insects

Problems with flying insects such as **houseflies**, **moths** and **mosquitoes** in rental properties are important to address. **Bees** and other flying insect nests – commonly found at the building façade or the a roof of a structure – should be removed immediately.

Flies are often attracted to trash collection points, either in a building's basement or in outdoor areas, trash receptacles, recycling containers and composting facilities. In most cases, protecting windows with screens will effectively

prevent the entry and proliferation of flying insects within the property. In the event that the flying insect problem cannot be permanently eliminated because of conditions conducive to pests, Rentokil offers a wide range of efficient fly trapping devices for use in indoor spaces such as basements, lobbies, stairwells, offices and kitchen areas.

Our exclusive line of fly lights includes the Luminos 3 Plus, which uses unique encapsulation technology developed by Rentokil. This approach to fly control



Luminos 3 Plus

works by trapping insects on an adhesive film at the bottom of the unit, which automatically winds at regular intervals, to help mitigate the risks of contamination from dead insects.



Control of Rodents

In their relentless search for food, **rats** and **mice** constantly seek out structural weaknesses and will enter buildings through wall openings, open basement windows and even vertical gutters. Rentokil recommends a dual approach, first to prevent entry through the strategic placement of bait outside the property and, second, to ensure the early detection of an infestation. Basements, attics, suspended ceilings and computer equipment rooms are all known problem areas that can benefit from appropriate monitoring solutions.

By focusing on prevention, pest control measures are only necessary for acute infestations. In such cases, Rentokil deploys a wide range of discreet, access-restricted bait and detection boxes, as well as a range of treatments designed to suit the operational environment.

Rentokil offers an effective service to protect landscaped gardens, parks and green areas from destruction by voles and moles. (Additionally, our Vegetation Management Services will reduce pest harborage areas on your property.)



RADAR and Mouse Monitoring Units:
For every conceivable application area.



Control of Stored Product Pests

Food supplies in commercial kitchens, warehouses, basements or cafeterias attract pests such as **cheese or flour mites**, **fruit flies** and several species of **beetles** such as **flour beetles**, **larder beetles** and other **grain beetles**. These can rapidly spread throughout the entire building complex.

Rentokil offers field proven systems to control stored product pests including an innovative approach which uses an insect's own pheromones to reduce populations in certain situations.



Stored Product and Food Services:
Complete state-of-the-art inspection and treatment services.



Control of Crawling Insects

Properties can be plagued by a variety of crawling insects including numerous species of **ants, fleas, ticks** and **bed bugs**. **Cockroaches**, in particular, find that warmth, water and food scraps make many boiler rooms and communal kitchens a welcoming habitat for uncontrolled reproduction. It is vital to recognize the signs of an infestation as early as possible

in order to prevent transmission of disease-causing germs to tenants.

In the event of an infestation, Rentokil's pest experts have a range of state-of-the-art control methods at their disposal, selected according to the pest to be controlled and the sensitivity of the surroundings.



Insect Detector:
State-of-the-art monitoring against cockroaches and other crawling insects.

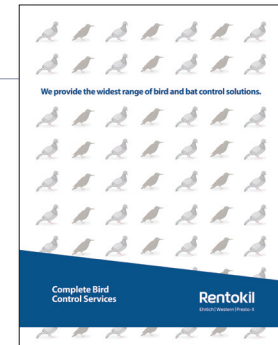


Control of Bird Pests

Bird pests, especially **pigeons**, can be a major problem for Facility Managers as they cause damage running into the millions to a building's structure. Highly corrosive bird droppings destroy building façades and roofs. Nesting material frequently clogs gutters and drains. In addition, tenants are disturbed by foulsmelling bird droppings on window ledges and balconies, as well as persistent take-offs, landings and other disruptive behaviors.

Birds transmit harmful bacterial infections like salmonella and histoplasmosis that can result from bird droppings, that in the absence of their host animals, can also infect humans.

Rentokil can inspect and report on the scale of a bird problem and professionally clean and disinfect contaminated surfaces. We also offer a range of electric, wire, steel and netting systems to suit all types of building that deter birds from approaching, inhabiting and nesting in your property.



Bird Control:
Innovative technologies to ensure a bird-free property.



Termite Control

Termite Control starts with a careful evaluation of the entire property. Our Representative will identify any conditions that can attract termites and suggest simple steps to minimize those conditions.

of the problem and your location. The principle behind the Rentokil Defense is to weaken and address existing infestation and reduce the chance that they will reinfest in the future.

If termites are present, we develop a customized treatment plan based on the requirements of your property, the severity

If there's no sign of termites, we will provide suggestions on how to guard against them for complete peace of mind.



Termite Control:
State-of-the-art monitoring and baiting or treatment of termites.

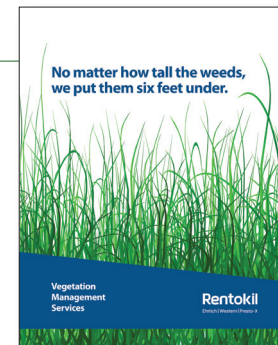


Vegetation Management Services

VMS eliminates unwanted vegetation around your facility. Not only is unwanted vegetation unattractive, it can also pose serious health, fire and safety hazards.

work environments. Other benefits include reduced labor and equipment needs required to hand trim fence lines and building perimeters, and improved accessibility by opening access to transformers, fuel storage areas, fire hydrants, emergency exits, etc. We also remove dangerous and invasive plants such as poison ivy, multi-flora rose, sumac and other irritant and allergy causing vegetation.

Removing unwanted vegetation eliminates harborage areas for mice, rats and other pests. It also improves safety for employees, vendors and tenants by removing hazards contributing to safer



Vegetation Management Services:
Eradication and maintaining areas prone to undesirable or invasive plants.

The Experts in Pest Control

80 years experience. Over 40 countries worldwide. Over 250 pests. Just some of the figures that make Rentokil the leading global pest control specialist. By working closely with you, we will:

Provide peace of mind

We are the market leaders and have extensive industry experience. We use this expertise to proactively manage and advise you on the prevention of pest problems.

Maintain your reputation

We understand the importance of your business reputation. We help you protect this through a consistent and continuous program of protection, customized for your specific needs, and our approach to pest eradication.

Let you do what you do best

Our team of experts will manage your risk from pests, letting you get on with what you do best: Your job.

Provide effective protection

We use cutting-edge technology to guarantee protection to your property from pest infestation.

Reduce your time, effort and stress

Our flexible offers and pest control program help alleviate stress by giving you the confidence that your pest control issues are being handled by the world's leading experts.

Ehrlich

Your Local Pest Control Experts
A Rentokil Company

Presto-X

Your Local Pest Control Experts
A Rentokil Company

Rentokil

The Experts in Pest Control

WESTERN EXTERMINATOR COMPANY

Your Local Pest Control Experts
A Rentokil Company

Rentokil

Los Expertos en Control de Plagas

Rentokil

Ehrlich | Western | Presto-X
Your Local Pest Control Experts

Rentokil North America Pest Control

500 Spring Ridge Drive
Reading, PA 19610
800-488-9495
www.rentokil.com

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Benefits at a glance



Expertise in Facility Management – Rentokil has been serving thousands of commercial property management companies worldwide for decades. As industry experts, we know exactly what it takes to protect your property portfolio against a wide variety of pests.



Comprehensive protection – Drawing on our years of experience working with property owners and facility managers, Rentokil can identify vulnerabilities in a building's construction that allow pests to gain access or provide them with a safe harbor. We apply our expert knowledge to assess the risk and develop a customized solution that provides optimal protection.



Discretion and flexibility – Rentokil understands the sensitivity of a pest infestation in a property and the need for an urgent response and absolute discretion.



Full service – Whether you need reliable maintenance services, a fast emergency response, training in pest awareness for your tenants or inspections by our expert Technical Team as part of an audit program, we can provide all the help you need.



Local support – With Rentokil's extensive national and international branch network, our pest experts live in your local community.



Peace of mind – You have the reassurance that comes from Rentokil's in-depth understanding of all relevant laws and regulations, as well as the documentation requirements.



Central point of contact – Facility Management companies with buildings in multiple locations can request a single point of contact for their entire operation based on a national or international framework agreement.



Industry leading treatment processes – We combine proven pest control processes with advanced technologies developed in our world-renowned research laboratory to ensure you always remain one step ahead of pest threats.



LEED and Green Certification – We can assist with LEED Certification and provide green pest management.





PestNetOnline™ - All the pest control documentation you need at your fingertips!



Rentokil offers PestNetOnline, our web-based pest control system. This enables you to monitor all your pest control information 24/7/365.

Our reporting system highlights pest control coverage across your entire property portfolio and highlights any areas with pest infestations or outstanding recommendations. Real-time data and online documentation ensure that your pest control records are always complete and up-to-date, providing a full audit trail to satisfy your requirements.

PestNetOnline automatically emails a range of reports, tailored to your precise specifications, according to your schedule. These reports not only build a picture of your current pest control situation but also allow you to identify any trends or problem areas.

Call (800) 488-9495 or email info@rentokilna.com to request a free brochure.

SERVICES TO PROTECT YOUR BRAND

Offering a proactive **Integrated Pest Management** program, we work in partnership with you to develop the most efficient and cost effective pest control solution. Let Rentokil's world class approach to commercial pest control give your business maximum protection against pests.



General Pest Control Maintenance – Develop a proactive program with an effective and environmentally sensitive approach based on the causes of your pest problems, your needs and budget.



Bed Bug Control – Eradicate bed bugs with our range of effective treatment options combined with an approach that involves education, early detection and proven methods.



Termite Control – Protect your business with a treatment zone around your facility to prevent or treat termites.



Bird Control – Minimize your risk with Rentokil's specialized Bird Control Team that handles exclusion and clean-up without harming the birds or your building.



Vegetation Management – Eliminate weeds or unwanted plants around your property.



Bioremediation - Maintain proper functioning of your drain lines with innovative technology that utilizes live microorganisms that digest fat, oil and grease and converts them into water and carbon dioxide.



Rentokil has provided pest control to commercial facilities and residences of all shapes and sizes since 1928

Experts at Protecting & Enhancing Your Brand

First impressions count and creating unique and distinct environments that leave long-lasting impressions of your brand cannot be overlooked.

Part of the Rentokil family of companies, Ambius is the world's leading expert on interior landscaping. Our award-winning designers customize your space using industry leading services, including:

- Interior Landscaping
- Living Green Walls
- Blooming Programs
- Acoustic/Corporate Art
- Holiday Decor
- Premium Scenting
- Floral Design

Plants have a remarkable impact on your clients' perception of your business, as well as improve employee productivity and boost morale. Our interior landscaping experts will ensure your plants, containers and accessories not only suit your brand - but your budget.

Let us show you a total ROI – Return on Interiors. Contact us for a free consultation today at 800-581-9946.



Enhancing Interior Landscapes
Since 1963

800-581-9946
ambius.com



NEED BRAND PROTECTION? MEET THE EXPERTS IN PEST CONTROL FROM **Rentokil**



Rentokil

Ehrlich | Western | Presto-X
Your Local Pest Control Experts

Pest Control for North America
800-488-9495

rentokil.com | jcehrlich.com | prestox.com | westernexterminator.com

MEET RENTOKIL

Rentokil protects your brand reputation through expert pest control services and solutions. From manufacturing facilities to restaurants to warehouses to office buildings, Rentokil offers a proactive pest management system that will work with your facility's unique requirements. Rentokil North America is part of Rentokil-Initial, plc, one of the world's largest and most diverse business service companies, operating in 50 countries worldwide. Ehrlich Pest Control (www.jcehrlich.com), Western Exterminator (www.westernexterminator.com), and Presto-X Pest Control (www.prestox.com) are all part of the Rentokil family of pest control companies in North America.

OUR MISSION

- To protect our residential and commercial customers from a wide range of pest risks and problems.
- To have lasting relationships with our customers based on trust earned through their experience of our professional and reassuring service and or focus on their needs.
- To develop and retain and a team of pest control experts, making their value count through leadership based on trust, respect and integrity.
- To build on our heritage as "The Local Pest Control Experts" and to champion the role of our industry as part of the public health agenda.

Service that counts: We are passionate about delivering excellent service to every customer.

The importance of relationships: We value productive, long lasting relationships with our colleagues and customers.

Teamwork makes it happen: We work together to deliver great results.

HOW WE PROTECT YOUR BRAND

Since 1928 Rentokil has specialized in commercial pest control solutions for all types of business, protecting your customers, products, employees—and most of all—your reputation from pests.

- Food and Beverage Processing
- Schools and Universities
- Residential Property Management
- Restaurants and Bars
- Agriculture
- Industrial
- Pharmaceutical
- Hospitals and Nursing Homes
- Logistics and Warehouse
- Food and Non-Food Retail

SOLUTIONS THAT MEET THE NEEDS OF LARGE AND SMALL COMPANIES

At Rentokil we have a range of pest control services to help keep your business pest-free year round. Every service we offer is carried out by trained experts using specialized products and materials. Our solutions include:

PestNetOnline : Fully flexible, easy to use, secure and available online 24/7. PestNetOnline is the perfect system to store pest management data electronically on our secure server, enhancing traditional paper-based systems.

GREEN PEST MANAGEMENT: Our first defense is always seeking the most environmentally sensitive way to service your property based on the principles of Integrated Pest Management. We help customers comply with the USDA's National Organic Program, LEED Certification and participate in The National Pest Management Association's Green Pro Program.

PRODUCT INNOVATION: Our global Technical Department has new products in development at all times. These products have been setting new standards in pest product innovation for more than 80 years.

TENURE OF OUR COLLEAGUES: Our average technician tenure is eight years. Here in North America, we count over 350 individuals among the group that has served our company for more than 25 years.

RENTOKIL ACADEMY: Offering online learning and multi-day workshops, we ensure the development skills of our colleagues throughout our organization. That is the Rentokil difference.

NATIONAL ACCOUNTS CAPABILITIES: With over 200 local branch offices, Rentokil companies provide national and regional programs that provide consistent, documented protocols with centralized account management.

THIRD-PARTY EXPERTISE: The Rentokil experts ensure that all elements of the pest control portion of your third-party Audit are compliant.

Experts on hand like no company in the market today



Our Technical department includes PhD entomologists, registered sanitarians, directors of quality control, a full staff of board certified entomologists and degreed technical trainers.

To ensure that our customers receive the best service possible, this department supports all areas of our business by selecting cutting edge materials, developing protocol and determining best practices. We do this through:

- Comprehensive monthly training modules for our technicians.
- Site inspections for rare pests.
- Routine Technician Performance Assessments to maintain our high standards of quality service.

It's our Technical Department that drives the "Expert" in our tagline, "Your Local Pest Control Experts".



Let Rentokil's world class approach to commercial pest control give your business maximum protection against pests.

Promise
Do something amazing today



PRIDE IN OUR CUSTOMER PROMISE

With Integrated Pest Management practices and proven methods, we are able to guarantee early detection, accurate monitoring and precise product application to eradicate—and control— your pest problems.

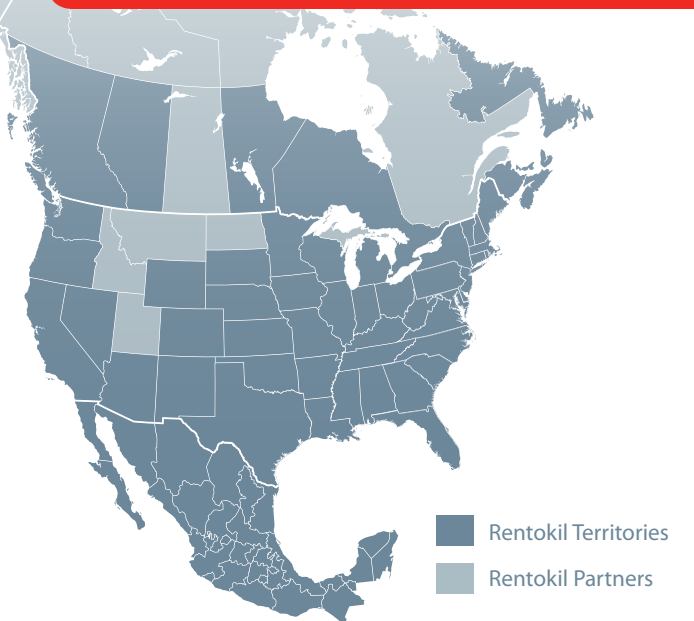
WE PROMISE TO...

- **Prevent pest problems**, as well as deal with them quickly if they occur.
- **Respond rapidly** to resolve any regrets, problems or emergencies.
- **Deliver service** you can rely on from expert Technicians who understand your specific needs.
- **Give professional advice** by making recommendations on appropriate products and services and providing feedback on how to prevent future pest problems.
- **Remain accurate and transparent** in all our records and communications.
- **Minimize our environmental impact** by being efficient, reducing waste and restricting the use of chemicals to the effective minimum.

RENTOKIL – PEST CONTROL EXPERTS YOU CAN COUNT ON

For more than 80 years Rentokil's mission has focused on professional, reliable and effective pest control. We offer customized, effective and fast pest control solutions to businesses whether they are in one location or have multiple site locations throughout the country.

WHERE WE DO IT?



LOCALLY

Rentokil's network of over 200 offices in 44 states and Washington, DC, across Mexico and Canada, providing responsive service to homeowners and businesses in their communities.

NATIONALLY

Rentokil is the third largest pest control firm in North America. This same network of local offices can provide consistent regional and national coverage for multi-location customers.

GLOBALLY

Rentokil operates in more than 50 countries worldwide, including the Americas, Europe, Middle East/Africa and Asia/Pacific locales.