



## IN ONE EAR, NOT OUT THE OTHER FARBEST BRANDS AND ORKIN COMMUNICATE FOR PEST MANAGEMENT SUCCESS



*As many people know, it is easy to listen to advice without ever planning to take action. But that's not the case for Farbest Brands, long-time Orkin partner and*

*custom manufacturer and distributor of specialty food ingredients in Plain City, Ohio. Thanks to open ears and quick responses to Orkin's Integrated Pest Management (IPM) recommendations, Farbest is a returning winner to the Gold Medal IPM Partner Awards, presented by Orkin, Inc., The IPM Institute of North America, and NSF Cook & Thurber.*

*IPM plays a vital role in food safety and quality, two top priorities for Farbest Brands. Farbest's Quality Systems Department works with Orkin to perform regular inspections and drive continuous improvements. The result? An IPM program that operates like a well-oiled machine, keeping pests out and supporting the highest standards of food safety and quality for Farbest's customers.*

*To learn more about the award-winning partnership, we spoke with Farbest Brands' Quality Systems Manager Chris Richter. Here is an edited transcription of that interview.*

### **Why is IPM so critical to Farbest Brands' business?**

"Because product safety is one of the food industry's highest concerns, we examine and continuously improve our food safety programs. Our Quality Systems Department believes in excellence – not just meeting the status quo – and Orkin

helps us achieve excellence in pest management. We expect our program to provide preventive measures that are effective, safe and easily implementable."

### **How does each partner contribute to the facility's pest management efforts?**

"Our partnership with Orkin began almost 15 years ago and now operates as a full-fledged IPM program through Orkin's Gold Medal Protection. Our Orkin Pest Specialist is well known in our facility, and his open communication during weekly inspections helps us quickly recognize and act on issues. For example, when a trap is damaged or missing, or a crack needs sealing, our Orkin Pest Specialist contacts the maintenance team directly. He also follows up with me to verify the item was corrected. We chose Gold Medal Protection because of the thoroughness and additional support and service the program provides."

### **What results has your award-winning partnership achieved?**

"Our partnership keeps pests out of our facility and protects our products. Orkin provides us with a second pair of eyes to help promptly identify and resolve issues that might attract pests. Working together, Orkin and Farbest have crafted a reliable pest management protocol that meets – and often exceeds – the requirements of our customers and auditors."



*Farbest Brands' staff takes a break from their morning routine to celebrate the win of another Gold Medal IPM Partner Award.*

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– Chris Richter  
Quality Systems Manager  
Farbest Brands