

# Grow with Northwest



**NORTHWEST**

EX T E R M I N A T I N G



# NORTHWEST

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**TEAM.**  
**CUSTOMERS.**  
**COMMUNITY.**

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## **Valued People Value Others**

We recognize first and foremost that we are in the people business. We treat all people with kindness, compassion, and care. We show our appreciation for the trust they have in us. People do not care how much we know until they know how much we care.

The opportunities with Northwest are endless for your team!

# YOUR TEAM IS FAMILY!



## Valued Teammates Value Customers.

Creating an extraordinary experience for our customers begins with creating an extraordinary experience for all 670+ Northwest teammates. Encouraging and providing opportunities for personal and professional growth and staying ahead of offering the benefits our teammates deserve are a small piece in saying thank you to the people that make Northwest **Northwest**.

- Industry Leading Benefits
- Teammate Generosity Fund
- Leadership Program
- Continuous Training Opportunities
- Promote from Within
- Traveler's Club
- Passing Program

# HONORING YOUR CUSTOMERS!



“That you always come as quick as you can when I call, excellent customer service, and a great price for services. I wish you were in the internet business! I bet I'd finally have high speed internet in my area if you were!”

- Julie H., Northwest Customer

## An Extraordinary Company Creating Extraordinary Experiences

We're in the people business. When L.A. Phillips started Northwest, he had a passion for helping people, and his son, Steve, led with that same passion and heart for others as he grew Northwest to what we are today. Now in our 3rd generation of Phillips' Family leadership, led by Stanford and Stephen Phillips, that servant's heart stands as our guide to how we treat our customers, as we aim to honor our their time, investment, and trust in us daily. With the goal of creating Customers for Life through every interaction, teammates take the vision of Creating Extraordinary Experiences to heart.

- Convenient Scheduling
- Bundling Programs
- Online Accounts
- Green Payment Options

We do what we do because of communities like yours.


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# SERVING YOUR COMMUNITY!



## The Heart of Northwest

Formed in 2011, the Good Deed Team (GDT) is led by two full-time teammates and encompasses all Northwest teammates! The GDT actively looks for ways to create a positive impact in our communities through serving and helping others, partnering with local organizations, and donating time, energy, and resources. Leading with a servant's heart, the Good Deed Team shows our love and care for the communities that we live and work in every day.



“You always **listen** when I explain the issues that I experience.”

“Very professional and **customer focused**. Work is well done. Highly recommended.”

“Customers are clearly important to all the staff I encounter at Northwest. Staff is courteous, patient, knowledgeable and **kind** which means so much.”

“Friendly, efficient, professional, effective, the list of **positives** goes on and on. **Thank you** for the incredible service!”

“I **trust** the Northwest team. They have a solid **reputation** and my service is seamless.”

“Northwest Exterminating has been servicing my homes for **10+ years** and are always reliable, professional and will ensure we are completely **satisfied**.”

# WHO WE ARE

The Northwest Family lives and works by the Northwest Way: Customers First, Do What is Right, Be Humble, Be Extraordinary, Move Forward. This is at the core of every decision made. We challenge ourselves to be the Green Leader through the innovation of our services, procedures, and products, and work towards our mission over the last 69 years to create healthier living and working environments for homes and businesses.

The Northwest Family believes in our vision of being an extraordinary company creating extraordinary experiences, and we are thankful that as we grow, this vision does too. Every customer deserves to feel extraordinarily cared for.

# OUR SERVICES

Green Pest Control

CrawlSpace Care

Green Termite Control

Attic Insulation (TAP)

Green Mosquito Control

Bed Bug Control

Commercial Services

Fire Ant Control

New Construction Services

HealthySpace Disinfection Service



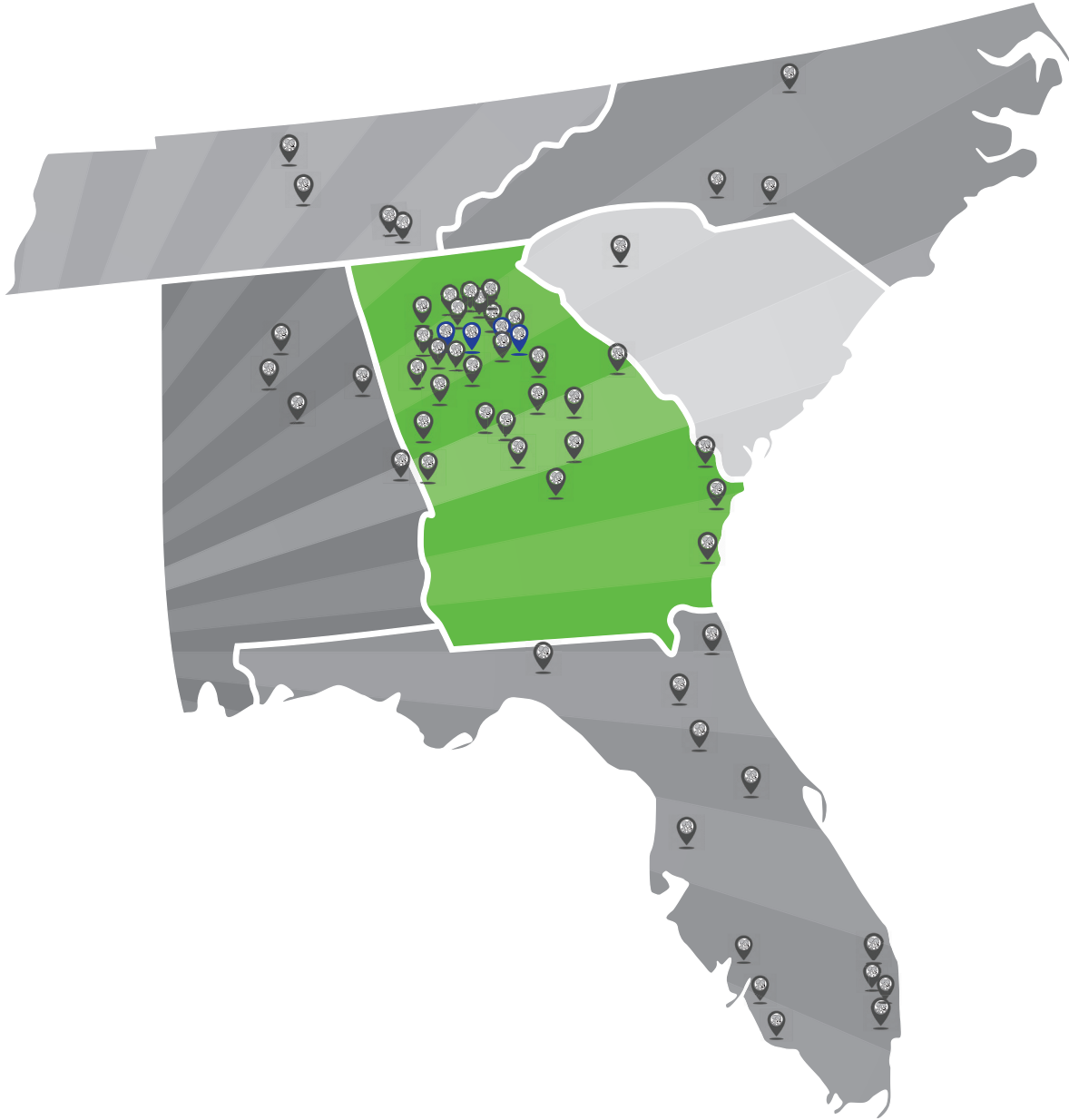


You have built an incredible reputation for serving and supporting your community, customers, and team well. The acquisition process is stressful. Having recently been through it ourselves, we had a million questions, and we cared as much as we did because we knew it was important for our team and customers. We appreciate that you're thinking the same way!

We're here to support your team and answer any questions you might have - even if your final decision isn't Northwest. Thank you for taking the time to get to know a little more about us.

**Stanford & Stephen Phillips**

# MO\_SE MAP



All We're Missing is **U!**

FAMILY OF BRANDS

