

## Message from the President

As JAPCO Pest Control Ltd. nears our 10 year anniversary, our focus, as on day one, was and remains today, **“To provide real value and meet the expectations of our clients, employees, and community while maintaining the highest standards in Health & Safety in an environment that promotes long lasting relationships.”** We have built many long lasting relationships with our clients, employees, business partners, and our peers in the industry.

We believe that mutual respect and integrity are the cornerstones to our business. Every JAPCO Pest Control Ltd. employee embraces this philosophy. The proof is the continuing growth of the company in Alberta and our client and employee retention.

We do not believe in putting our competition down, and we strive to provide uncompromising service each and every time. From the Customer Service Representative who answers the phone to the Service Technician who shows up at your door, we strive to earn your business and repeat business. Our Customer Service Representatives are the best in this industry, and they will endeavor to answer your questions and put your minds at ease. They understand that having a pest issue can be very stressful, and we need to put your mind at ease that you have placed the right call. All of our staff goes through extensive training to answer your pest questions. Our Service Technicians are all licensed and are constantly going through training and re-certification. The success of JAPCO Pest Control Ltd. was and is building the best possible team to meet your expectations. We will listen to you and will meet your expectations. We will provide programs to fit your individual needs.

I am proud to say that JAPCO Pest Control Ltd. is a member of the National Pest Management Association, the Canadian Pest Management Association, the Pest Management Association of Alberta, QualityPro Canada, and the Better Business Bureau®. I am also proud of the community service we provide and how we are able to give back to the community.

Along with my partner in business and in life Tina (who also has over 30 years' experience in the industry), I invite you to use our company.

Thank you for your business.

John Patton  
President

