

“ Our people live for our four core values; every decision made at Eastside flows from being family focused, passionate, committed and doing the right thing. We’re always recruiting and showing people outside the industry how great a company this is and we focus on getting the right people in the right seats.

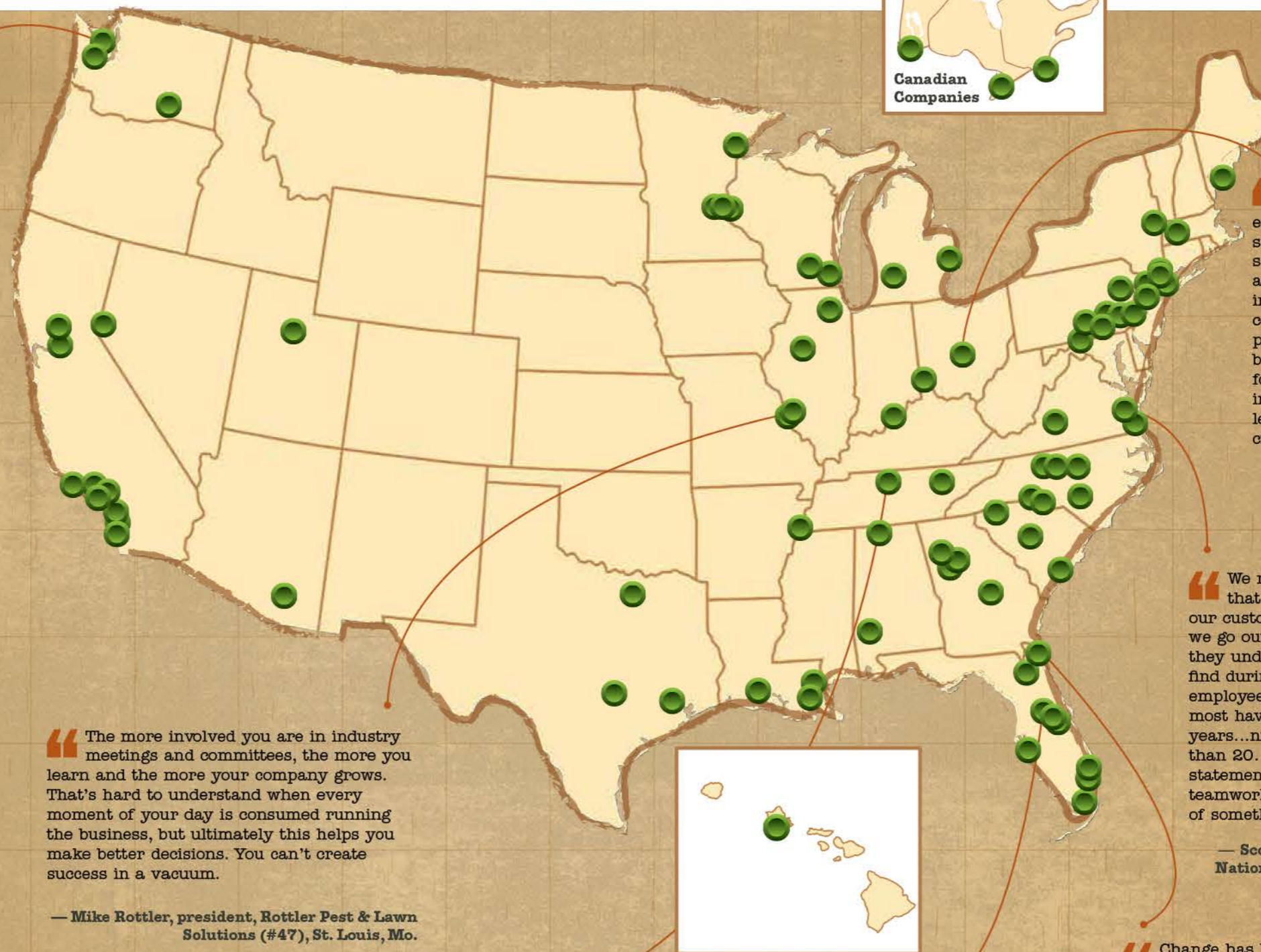
— Alex Altizer, CEO, Eastside Exterminators (#64), Woodinville, Wash.

TOP 100 ★ MAP

What makes Top 100 companies so successful? What challenges and opportunities have pest management professionals tapped to grow their businesses? PMPs share their insights about their companies’ growth.

EDITOR’S NOTE:

The map on these two pages shows where this year’s Top 100 companies are located. To view an interactive version of this map, visit “online extras” on pconline.com.



“ The more involved you are in industry meetings and committees, the more you learn and the more your company grows. That’s hard to understand when every moment of your day is consumed running the business, but ultimately this helps you make better decisions. You can’t create success in a vacuum.

— Mike Rottler, president, Rottler Pest & Lawn Solutions (#47), St. Louis, Mo.

“ This year we re-branded, had a TV commercial go viral, introduced lawn care as a service line, restructured principal talent and promised customers we’ll do ‘whatever it takes’ to protect what matters most. Fearless leaders have to be ready and willing to make calculated risks in order to succeed. And that’s what we’ve done consistently.

— Erica Brister, president, U.S. Pest Protection (#81), Hendersonville, Tenn.

“ Growing a big company starts with great service. That means creating an excellent work environment and ensuring employees are well-equipped and capable because they are the ones who interact with customers. We make sure our employees are top notch so customers keep coming back.

— Greg Clendenin, CEO, Heron Home & Outdoor (#42), Apopka, Fla.

“ Only after I learned how to schedule time each week to work on big strategic projects did we see quality and growth accelerate. Delegating important tasks so others could learn and manage projects was difficult but essential to move us forward. So was mentoring individual members of my leadership team in areas critical to our business.

— Scott Steckel, vice president of operations, Varment Guard (#82), Columbus, Ohio

“ We realized some time ago that we speak ‘termites’ and our customers speak English, so we go out of our way to make sure they understand the issues we find during inspections. We treat employees as internal customers; most have been here for 10-plus years...nine of them for more than 20. Reciting our mission statement every morning builds teamwork and makes us feel part of something great.

— Scott Monds, general manager, National Exterminating Company (#85), Newport News, Va.

“ Change has been a large part of our success. Being open minded to new technology and products requires time and energy (more work!) but ultimately can bring the team closer as you create new programs or test new products. If you don’t change with the times you could be left in the dust. I can’t let that happen to our employees.

— Jessica Miner, president, B&B Exterminating (#88), Jacksonville, Fla.

