

Comparing Leading Recognition Programs for Pest Management Professionals

NCHH encourages you to focus on four features:

- **Focus:**
 - Is the program focused on the problems you want to solve?
 - Are you comfortable with the organization managing the program and its priorities?
- **Verification:**
 - Does the program verify that the PMP lives up to its promises?
 - What documentation does the program have that the PMP understands its commitments?
 - Does the program conduct an on-site investigation of the PMP's performance?
- **Response to Problems:**
 - Does the program have a formal system in place to response to complaints by PMP clients?
 - Does the program investigate complaints? If problems are found, can it revoke the certification of the PMP?
- **Standards:**
 - Do you want as PMP that has committed to specific standards for integrated pest management?

Factors	QualityPro	Green Shield Certified	EcoWise Certified	NEPMA IPM Registry	Safety Source for Pest Mgmt
Organization	National Pest Management Association	IPM Institute of North America	EcoWise Certified Program	New England Pest Management Association	Beyond Pesticides
Nature of Organization	Industry trade association for structural pest control companies.	Independent non-profit	Independent public agency administration	New England-wide industry trade organization	Public interest advocacy organization.
Control	Board consisting of QualityPro industry professionals.	Institute's Board	EcoWise Certified Coordinating Committee	Committee composed of industry and non-industry personnel	Beyond Pesticides
Scope	National	National	State of California	New England	National
Focus	Professional business operations, consumer relations, technical training, & environmental stewardship	Integrated pest management and customer service	Integrated pest management and customer service	Integrated pest management	Integrated pest management and use of least or non-toxic method of control or prevention
Website	www.npmaqualitypro.org	www.greenshieldcertified.org	www.ecowisecertified.org	www.nepma.org	www.beyondpesticides.org/safetysource/
Response to Problems	Companies agree to complaint-triggered audits ensuring adherence to guidelines.	Reevaluation at discretion of IPM Institute.	Reevaluation at the discretion of EcoWise Certified.	Review of complaints by the Registry Coordinator and Committee.	None
Finding Them	Enter zip code to find QualityPro companies in local area at www.npmaqualitypro.org .	See list at www.greenshieldcertified.org/providers/ . Six companies certified as of 9/30/07.	See list at www.ecowisecertified.org . Five companies and 28 practitioners certified as of 9/30/07.	See list at: www.NEPMA.org . Seventy-four companies and 121 practitioners certified as of 9/30/07.	Search by state or service at www.beyondpesticides.org/info/services/pcos/findapco.htm . 225 companies listed as of 9/30/07.
Who is Recognized	Company not individual	Each business operating location or distinct service offered by company	Each business operating location and individual practitioners	Each business location as well as individual practitioners.	Each company that completes form
Verification	- Sign affidavit of compliance. See www.npmaqualitypro.org/Affidavit/ - Random audits of 10% of approved program participants each year.	On-site verification by the IPM Institute of: - Minimum legal requirements; - IPM practice requirements; - Pesticide safety requirements; and - Business practice requirements.	Verification with agencies. On-site verification by EcoWise Certified of: - Level of compliance with pest management standards; - Information submitted in applications; and - Response to customer complaints.	- Review of records submitted.	None

Who can participate?	Only NPMA members with two years in good standing with NPMA can participate.	<ul style="list-style-type: none">- Operating more than 3 years or operating more than one year with a state-licensed PMP owner or manager with more than 3 years of experience.- License for business and owner/manager not revoked in previous three years.- No open or unresolved regulatory actions.- No bankruptcy filings in past three years.- No unsatisfied liens or outstanding judgments.- Current general liability policy.	<i>Business</i> <ul style="list-style-type: none">- Licensed for Branch 2 (General Pests) by the California Structural Pest Control Board.- Registered and in good standing with county Agricultural Commission.- Employ at least one Certified IPM Practitioner.	<i>Individual</i> <ul style="list-style-type: none">- Licensed at the Field Rep. or Operator level in Branch 2 for at least 2 years or meet experience options.- Pass written exam.	<i>Business</i> <ul style="list-style-type: none">- Employ at least one IPM Registry Practitioner. <i>Individual</i> <ul style="list-style-type: none">- Licensed to apply pesticides within a New England state.- Pass written exam	Company completing National Least-Toxic Service Providers Director Survey Form at www.beyondpesticides.org/infoservices/pcos/operator_survey.pdf that indicate that it uses one or more practices and/or materials that Beyond Pesticides categorizes as "non-toxic" or "least-toxic."
Elements Specifically Addressing Integrated Pest Management (IPM)	<ul style="list-style-type: none">- Provide IPM services to customers that include five basic, broadly stated components.- Train technicians in accordance with the proper application of these techniques.- Provide consumers with an IPM information sheet that communicates its commitment to environmental stewardship.	Demonstrate to an IPM Institute-approved independent auditor that applicant has or will have: <ul style="list-style-type: none">- All of 18 elements related to IPM strategies and use of least-toxic pesticides; and- A score of at least 68 on 17 additional elements based on a score of 1 to 5 for each element.	Business and practitioner must comply with specific EcoWise Program IPM Performance and Pesticide Application Standards which include: <ul style="list-style-type: none">- Developing a written site-specific IPM plan;- Applying pesticide only when needed – not preventatively – to minimize risk; and- Using only pesticides on the approved list unless the customer agrees to a deviation.	Businesses submit records demonstrating: <ul style="list-style-type: none">- Use of inspection, monitoring;- Use of appropriate controls; and- Recommendations for cultural controls and client education.	Companies must complete survey regarding its integrated pest management services. Survey results posted on web.	
Standard for Legal Compliance	<ul style="list-style-type: none">- Company not engaged in a continuous pattern of willful and intentional violations of or showed disregard for state and federal laws and regulations.	<ul style="list-style-type: none">- License for business and owner/manager not revoked in previous three years.- No open or unresolved regulatory actions.	<ul style="list-style-type: none">- Licenses for businesses and practitioners are current.- Business and practitioners are in good standing with the county Agricultural Commissions.- No unresolved regulatory actions.	<ul style="list-style-type: none">- Compliance with "highest legal and ethical standards."- Avoid conflicts of interest.	None	
Requirements not related to IPM	Certify that specific elements are met: <ul style="list-style-type: none">- Business Operations (10 elements)Hiring StandardsCompany Vehicle StandardsProfessional Appearance StandardsSafety Standards- Consumer Relations (3 elements)- Environmental Stewardship (2 elements)- Training and Testing Standards (1 element)	Demonstrate to IPM Auditor that applicant is complying with or will comply with: <ul style="list-style-type: none">- Legal requirements (7 elements)- Pesticide safety requirements (8 elements)- Business practice requirements (7 elements).	Demonstrate to EcoWise Certified that the business: <ul style="list-style-type: none">- Maintains separate records of EcoWise Certified customers for 3 years; and- Is in good standing with the county Agricultural Commissions where they do business.	None	None	
Renewal	Payment of annual dues and signing of renewal affidavit to ensure company continues to meet QualityPro standards.	On-site evaluation by an independent IPM professional every three years.	<i>Business:</i> On site evaluation by EcoWise Certified every 3 years. <i>Individual:</i> Complete 15 continuing IPM education hours every 3 years.	<i>Business:</i> Submit records to demonstrate IPM performance every three-years. <i>Practitioner:</i> Obtains three additional IPM contact hours of training above state pesticide license requirements.	None	
Appeals process	Written notice and 30 days opportunity to correct problem prior to termination.	Written response to reevaluation report.	When EcoWise Certified issues notice of non-compliance, the business: <ul style="list-style-type: none">- Corrects non-compliance;- Submits information to rebut; or- Withdraws from certification.	The NEPMA Ethics Committee will resolve conflicts of interest and ethical issues.	None	

Resources Provided	<ul style="list-style-type: none"> - QualityPro Resource Manual. - Sales and Service Technician Training Support Manual. - QualityPro Toolbox: Contains sample resource materials including employment application, background check release forms, IPM fact sheet, customer communication guidelines. 	Green Shield Certified Program Guide and Evaluation Form.	EcoWise Certified Handbook which includes: <ul style="list-style-type: none"> - Steps to become certified; - Example IPM protocols; - IPM Service and other forms; - EcoWise Program Standards; - Approved product list; and - Knowledge requirements and example test. 	<ul style="list-style-type: none"> - IPM training manual - Integrated pest management: a manual for IPM practitioners. - Integrated pest management guidelines for structural pests: - Model guidelines for training and implementation. - Educational brochures for clients 	List of: <ul style="list-style-type: none"> - Non-toxic pest control tools; - Least toxic pesticides; and - Toxic pesticides.
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