



# The Power of Green

Your Guide to GreenPro Certification



GreenPro, a program developed by QualityPro, recognizes companies within our industry that are committed to providing commercial and residential customers with **reduced-risk, comprehensive, and effective pest control services.**

The GreenPro certification standards have been enhanced to better meet the current and future needs of both commercial and residential customers. Now, through the National Pest Management Association, we have a team of experts ready to determine whether services designed by QualityPro companies have met the GreenPro standard. The result? Service that is certified to follow integrated pest management (IPM) — effective pest control for your business, for your clients, and for the earth.

Companies that offer GreenPro service are hyper-conscious of the role pest professionals have in protecting the environment. They take that responsibility into account when training their employees and designing pest control programs to meet their clients' current needs while anticipating future concerns. They provide services that reduce the risk of pesticide exposure to humans, nontarget animals, and the environment — and they understand the multitude of benefits that come along with holding themselves to such high standards.

Companies offering GreenPro-certified service enjoy a number of advantages thanks to the credibility the designation provides. Benefits include access to marketing tools to help promote this distinction to current and prospective customers, and valuable opportunities from partners such as USGBC, EPA, and the Green Restaurant Association.

There is no better way to differentiate your business in the marketplace than as a company that provides the most comprehensive, eco-effective services to your customers. All of this, at no additional cost to QualityPro-certified companies.

**It's never been easier to put the power of green to work for you with QualityPro's streamlined application process. Submit your green services for certification today and see how GreenPro can benefit your company.**



**With GreenPro certification comes enhanced credibility. Your customers can feel confident knowing they are entrusting their homes or businesses to a team that has been trained in environmentally sound pest control services. In addition, GreenPro companies take advantage of a number of benefits, including:**

- Priority gold membership from the EPA's Pesticide Environmental Stewardship Program.
- Access to a comprehensive suite of customizable marketing tools to promote GreenPro certification to current and prospective customers.
- Ongoing organizational support from QualityPro as it promotes GreenPro certification to potential clients.
- Zero additional costs for GreenPro certification — regardless of how many protocols you submit.

**In addition, GreenPro companies can pass the extensive benefits on to their customers in the form of partner incentives.**

- GreenPro customers who operate in new and existing USGBC LEED buildings automatically qualify for points under V4.
- The Green Restaurant Association awards points through its Green Restaurant certification to restaurants that contract for a GreenPro service.

# Why Get Certified?

# Earning GreenPro Certification is Simple

- 1 Write up green service protocols for certification with a brief description of the processes in place to ensure GreenPro Principles will be adhered to.
- 2 After protocols have been submitted electronically or by mail, GreenPro will review and provide confirmation of acceptance, or provide suggested modifications to bring protocol(s) within compliance. All materials submitted will be treated as proprietary material.
- 3 While the certifying team evaluates the protocol(s), employees who perform or sell GreenPro-certified services must pass the GreenPro exam at [npmatesting.com](http://npmatesting.com).
- 4 After all employees have passed and QualityPro has made a determination on the service submission(s), the company must sign and return the GreenPro affidavit.
- 5 Then your new certification begins! Certified companies will receive a welcome packet and immediate access to the many benefits that come along with GreenPro certification.



**Submission package should include forms and records used when providing the service as proof that sufficient data will be collected to determine ongoing compliance with GreenPro Principles. To understand your service, the assessment committee will look for:**

- Name of service
- A service agreement that includes a "scope of service," documenting and outlining the responsibilities of all parties
- Potential locations for the service (i.e., home, school, office)
- Examples of literature provided to customer about the service (if available)
- Quality assurance plan(s)
- Documented procedures and expectations for situations in which the customer does not, or is not able to, implement recommendations
- An initial physical inspection conducted by a GreenPro-trained pest management professional to identify infestations and pest-conducive conditions prior to treatment recommendations, as well as a system for making findings available to the account representative and the on-site contact (if they are not the same person)
- Pest-specific inspection and monitoring strategies to detect low-level infestations of the pests listed in the scope of service
- Inspection documentation that includes corrective action recommendations
- Service protocol(s), including:
  - » Processes for both preventative and curative nonchemical management practices
  - » Processes for choosing and using chemical interventions

# GreenPro Principles



SERVICE



INSPECTION



COMMUNICATION



TRAINING


## GreenPro-certified services minimize pesticide exposure to humans, nontarget animals, and the environment by:

- Focusing on integrated pest management strategies such as habitat modification, exclusion, removal of food and water sources, sanitation, and making repairs.
- Providing and documenting thorough pest inspection and monitoring services, as well as follow-up to ensure efficacy.
- Regularly communicating with clients about pest infestations, conducive conditions, and ways to prevent pests.
- Requiring GreenPro training for all company employees who sell or perform GreenPro service.

## Services that include any of the following will not be certified as GreenPro:

- Preventive pesticide applications that are based solely on the calendar.\*
  - Routine, high-volume pesticide applications without justification.
  - Indoor pesticide applications without justification.
  - Rodenticides placed in a manner in which they are accessible to children and nontarget animals.
- \* *Preventive applications linked to seasonality or times of year are permissible if they are clearly linked to the biology of the pest, and regional- or site-specific data on pest pressure and patterns of infestation.*

# Already offering certified service?

Standard	Before	Now
NUMBER OF GREENPRO-CERTIFIED PROTOCOLS PER QUALITYPRO COMPANY	1	<b>Unlimited</b> <i>Companies may submit proprietary programs to be certified*</i>
TRAINING & TESTING REQUIREMENTS	All employees that perform or sell GreenPro-certified service must pass the GreenPro exam  Manager Training <i>Required annually</i>	All employees that perform or sell GreenPro-certified service must pass the GreenPro exam  Manager Training <i>Required every 2 years</i>
 GreenPro Update Training is required once every 2 years for all employees who perform or sell GreenPro-certified service.		
STANDARD	GreenPro Standard dictates a pest management service protocol  <i>Service done in accordance with the GreenPro 1.0 Standard may continue to offer that service, but must perform all services sold as green in accordance with these protocols</i>	<b>Proprietary protocols are certified according to the new GreenPro Principles</b>
APPLICATION PROCESS	Company submits signed affidavit affirming that services sold as GreenPro-certified meet GreenPro Standard  QualityPro will certify each protocol based on the submission package, QualityPro certification status, and employee GreenPro training records	

*\*Excluding termite and fumigation programs*

## Here's how the original GreenPro standard – a service protocol – fits into the new system.

Standard	Before	Now
SIGNED AFFIDAVIT REQUIREMENT	At application and annually thereafter	
AUDITS	Annually on every service performed as GreenPro	<p>Every year, QualityPro will audit 10% of companies offering GreenPro-certified service</p> <div data-bbox="602 856 1495 1045" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p> If notified of an audit, a company must provide a list of all accounts serviced over the previous 12 months using a GreenPro-certified Protocol. GreenPro will randomly select and audit up to 10 of these accounts — if 80% are in compliance, the company can continue to offer GreenPro-certified service. Otherwise, a company will forfeit the ability to claim that a service is GreenPro-certified.</p> </div>
MARKETING CLAIMS	<p>Once certified under GreenPro, a company may use the provided marketing collateral at <a href="https://QualityProTools.org">QualityProTools.org</a> and the approved marketing claims: <b>“GreenPro-certified service”</b> and <b>“GreenPro service provider”</b></p> <p><i>A company may not use the GreenPro brand in a manner that implies that all services provided are GreenPro certified unless 100% of company services are certified under GreenPro.</i></p>	

## About QualityPro

QualityPro is the world's largest certification available exclusively for the pest management industry. Companies may earn this designation by voluntarily ascribing to comprehensive standards that exceed mandated state and federal requirements. Standards speak to a company's integrity in the areas of business operations, employee testing and training, consumer protection, and environmental stewardship. Consumers who do business with a QualityPro-certified company can feel confident in their selection of a pest management provider.

**GreenPro.org | QualityPro.org**

For further information on the GreenPro certification program, please contact the Certification Program Manager at 703.352.6762 or [qualitypro@pestworld.org](mailto:qualitypro@pestworld.org), or visit [npmaQualityPro.org](http://npmaQualityPro.org)

