

version **4.0**



QualityPro

THE MARK OF EXCELLENCE IN PEST MANAGEMENT



QualityPro Standards

STANDARDS 1:1 TO 1:6 – BUSINESS OPERATIONS

QualityPro Coverage for Hiring Practices

Which Employees Are Subject to QualityPro Standards 1:1 to 1:6?

1. All employees of a QualityPro Employer, as defined herein, are subject to Standards 1:1 through 1:6:

a) A QualityPro Employer is a member of NPMA whose primary services include pest/termite/rodent/wildlife prevention and lawn care services, but may also include additional services; for example, deck/pool cleaning, insulation, Christmas decorating and other home/business services. (Note: A QualityPro Employer is also known as a QualityPro Certified Company.)

b) QualityPro Standards 1:1 through 1:6 pertain to prospective and/or current employees (see "c") of a non-franchised QualityPro Certified Company¹ with multiple entities, divisions, locations, lines of business, or services according to the following:

Marketplace name (including d/b/a) for the entities, services, lines of business, locations, or divisions in question	Required to follow QualityPro Standards 1:1 through 1:6?
Different from QualityPro Certified Company	No
Same as QualityPro Certified Company	Yes

c) QualityPro Standards 1:1 through 1:6 pertain to prospective and/or current employees of the covered entity/ service/location/line of business/division who:

i. Receive W-2 wages through the QualityPro Employer's payroll, through a staff leasing company's payroll, or through a PEO/ASO/administrative processing company's payroll; and/or

ii. Will hold or currently hold any position in the company, whether it be seasonal, temporary, full-time, part-time, or regular. This includes employees employed under a government-issued VISA.

d) With regard to independent contractors, individuals who perform work on behalf of the QualityPro Employer but who are employees of a third-party employer², and temporary employees hired through a third-party temporary agency, the following applies:

Type of Non-Employee	Location where work is performed	
Independent contractors and individuals who work for a third-party business or temporary agency	Field and on-site at customer properties	If the third-party business, independent contractor, or temporary agency is not QualityPro Certified, prior to the on-site work beginning, the QualityPro Employer must notify the customer of such OR the QualityPro Employer must obtain verification that the third-party employer, independent contractor or temporary agency has met the requirements of Standards 1:1 through 1:6 for the non-employee who will perform the work on behalf of the QualityPro Employer.
Independent contractors and individuals who work for a third-party business or temporary agency	On/at QualityPro employer's property including inside offices or buildings	If the individual (non-employee) is working under the supervision of a QualityPro Employer's employee during business hours OR if the individual (non-employee) is performing work for the QualityPro Employer after business hours and not on behalf of the Quality Pro Employer's customers, the non-employee is excluded from the requirements of Standards 1:1 through 1:6.

1. Franchises that are owned and operated by persons other than the owners/operators of the Franchisor who is a QualityPro Certified Company are not subject to QualityPro requirements.

2. For the purpose of meeting QualityPro requirements, this does not include individuals who are paid through staff leasing companies, PEOs, ASOs, or other similar administrative/payroll/benefits processing companies. Employees of the QualityPro Employer who are paid through such entities are covered by Standards 1:1 through 1:6 in accordance with 1 (a-c) above.



Two model Employment Applications will be available at qualityprotocols.org. (One with and one without criminal conviction questions)

STANDARD 1:1 - BUSINESS OPERATIONS

QualityPro Hiring Practices

Application for Employment Requirements

A QualityPro Employer (also referred to as the “employer(s)” or the “company”) must adhere to the following with regard to select prospective employees.

1. Prospective employees who are job applicants (herein referred to as “candidates”) must complete a comprehensive employment application that, among other pre-employment information, includes:
 - The individual’s full name, address, and phone number.
 - For candidates who have been in the workforce for 15 or more years, a minimum 15-year job history detailing the names, addresses, and phone numbers of all previous employers; the dates of employment (months and years); position titles; duties; supervisors’ names; and rates of pay (including any commissions) for each employer; and the reasons for leaving each employer. In those cases where the candidate has been in the workforce for less than 15 years, the job history should begin with his/her first full-time employment.
 - An explanation for any employment gaps.
 - For positions that may require use of a personal or company vehicle for work, questions pertaining to driving history including, but not limited to:
 - A question inquiring if the candidate has a valid and unexpired drivers’ license that is not currently suspended or revoked.
 - The issuing state of the valid and unexpired drivers’ license.
 - A question inquiring if the candidate has received any moving violations in the previous five years.
 - The specific dates, locations, and details of any moving violations in the previous five years.
 - If permitted in the applicable state, city, and/or county, questions pertaining to prior criminal convictions worded in accordance with any applicable laws and regulations including, but not limited to:
 - A question inquiring if the candidate has ever been convicted of or received a sentence for a crime other than a minor traffic violation.
 - A disclaimer stating that arrest records and juvenile, sealed, and expunged records should not be disclosed.
 - The specific dates, locations, and details of any convictions and sentences.
 - A disclaimer stating, “A conviction is not necessarily an automatic bar to employment,” or some other similar verbiage as required by any applicable state, local, or other law or regulation.
 - A signed and dated acknowledgement by the candidate that the information provided in the application is true, complete, and accurate, and any omissions or false statements or information may result in a refusal to hire or termination of employment.
2. A resume is not an acceptable substitute for an employment application, but may be submitted in addition to the employment application.
3. The application for employment must be completed prior to the interview.
4. The application must be completed in its entirety. Employers may not accept incomplete applications or applications with unanswered questions.

- QualityPro Employers in select locations may be subject to limitations related to criminal history inquiries on employment applications. Refer to the QualityPro Employment Application Guidelines for more information and guidance on which QualityPro Employment Application to use.

STANDARD 1:2 - BUSINESS OPERATIONS

QualityPro Hiring Practices

Employment Interview Requirements

A QualityPro Employer must adhere to the following with regard to select prospective employees.

- After a prospective employee who is a job applicant (a “candidate”) has completed an employment application (per QualityPro Practices noted above); if the employer representative determines that the individual is “initially qualified,” he/she must conduct a face-to-face interview (or live interview via webcam or video conferencing) with the candidate. During the interview, at a minimum, the employer representative must discuss the following:
 - Previous work experience.
 - Explanations for any gaps.
 - Reasons for leaving prior positions.
 - Inconsistencies in the information provided on the application, during the interview, or on other pre-employment forms.
 - Details of any convictions noted on the application.
 - Details of any moving violations noted on the application.
 - Other relevant, lawful, and job-related questions or information such as those outlined on the Model Interview Questions form contained in your toolbox.



A model Interview Question Form will be available at qualityprotools.org.

STANDARD 1:3 - BUSINESS OPERATIONS

QualityPro Hiring Practices

Reference Checking Requirements

A QualityPro Employer must adhere to the following with regard to select prospective employees (see page 6 for employee/employer coverage requirements) who are job applicants (herein referred to as “candidates”):

- QualityPro Employers must make a reasonable effort to contact previous employers, employer agents, or third-party automated employment verification companies to confirm (at a minimum) dates of employment and position titles. All reference information must be documented.
- Candidates should sign a release authorizing prior employers to provide reference checks. This form can be used if the prior employer requests a copy of the release.
- When possible, reference checks should be completed prior to employment. If the candidate is currently working and he/she objects to contacting the current employer, reference checks for that employer should be conducted after the candidate gives notice of his/her departure.
- Employers must document their efforts to obtain reference information, even if prior employers refuse to provide any information. In this case, the date and time of contact, the phone number, and the name of the individual who refused to provide the information must be documented.
- If a prior employer does not return the first phone call after leaving a message, the QualityPro Employer should attempt a second call and leave a message. If the second phone call is not returned, both attempts should be documented as noted above.



A model Reference Check Form will be available at qualityprotools.org.

6. Personal or professional general letters of reference should not be substituted for telephone reference checks or automated verification of previous employers.

STANDARD 1:4 - BUSINESS OPERATIONS

QualityPro Hiring Practices

Criminal Background Check Requirements



A model Background Check Disclosure and Authorization Form will be available at qualityprotools.org.



A model FCRA Summary of Rights will be available at qualityprotools.org.

A QualityPro Employer must, at a minimum, adhere to the following with regard to all current employees and all prospective employees who have been offered a position (see top of page 7 for employee/employer coverage requirements).

1. Unless prohibited by a state or local law or regulation, QualityPro Employers must obtain criminal background reports for all current employees and prospective employees who have been offered a position. (Note: Although a state or local law may prevent criminal history inquiries on the application and/or during the pre-hire period, employers may be permitted to obtain criminal background reports at a certain point in the hiring process. Contact the NPMA HR Consultant or a qualified professional for guidance applicable to your location and company.)
2. If a third-party company is used to obtain background checks, the QualityPro Employer must provide current and prospective employees who have been offered a position with a Fair Credit Reporting Act (FCRA) disclosure that is separate from the application form and includes written authorization to conduct background checks. The additional information necessary to request or order background checks should be obtained using an additional form that is separate from both the FCRA disclosure and the application form.
3. A company is not eligible to be QualityPro certified until all criminal background checks for current employees have been completed.
4. If background checks have been conducted on current employees within one year prior to the point that the employer begins the QualityPro application process, it is not necessary to obtain additional checks if: (a) the background checks that were obtained within the past one-year period meet all of the provisions noted below, and (b) the current employees who qualify for this exception sign an affidavit attesting that they have not been convicted of a crime in the past one year. The affidavit may be worded in a way that complies with any special state regulations. If a current employee reports that he or she has been convicted of a crime within the past one-year period, the QualityPro Employer must obtain a current background check to verify the information provided by the employee and to determine if the employee remains qualified and/or is suitable for continued employment. (Note: With approval from NPMA, employers may be allowed to substitute (a) and (b) for a review process that is defined, enforced, and conducted by state Structural Pest Control Boards.)
5. Individuals for whom background reports have been ordered may begin working before the company receives criminal background results for that individual; however, he/she may not visit or work at or on a customer's property unless accompanied by another employee whose background checks have been completed.
6. To comply with QualityPro background check provisions, QualityPro Employers must request, order, and/or make a diligent effort to obtain the following records:
 - a. A Social Security Number report that provides the current and previous addresses for the candidate. Using results from the social security number report along with the completed employment application form, the Background Check Authorization Form, and (if available) the resume, QualityPro Employers must verify the whereabouts of the candidate for the past 15 years (or, for candidates who have been in the workforce for less than 15 years, the timeframe covered by the complete employment history);



A model Background Check Data form will be available at qualityprotocols.org.



A model Charges and Convictions policy will be available at qualityprotocols.org.

- b. A national database criminal history report that includes results from a broad range of available criminal databases nationwide. If the national database criminal history report reveals a conviction, the QualityPro Employer must obtain the actual criminal record report from the county source (or, if a county record is not available, from the state source) and the report must verify the disposition and other details of the conviction. (Note: Criminal record reports from national database scans should not typically be used to make employment decisions. Actual criminal conviction reports must be obtained from the arresting agency (typically the county)); and
 - c. Available criminal background reports from all counties (or states or metro-counties) where the individual has resided for at least the past seven years, or within the timeframe required by any applicable state or federal regulation. (Note: A "metro-county" includes the county where the individual lived and all surrounding counties.) If, during this timeframe, a candidate has resided outside of the United States, the QualityPro Employer must obtain any available international criminal background reports.
7. If the results of a criminal background check reveal a conviction or other criminal history, QualityPro Employers have the discretion to make their own employment decisions based on the results. When making an employment decision based on the results from a criminal background check, QualityPro Employers should: (1) abide by current federal, state, and local laws and regulations pertaining to employer use of criminal records/history, (2) if applicable, comply with FCRA requirements pertaining to use of consumer reports, (3) follow relevant company policies and practices pertaining to use of criminal records and (if relevant) falsification of a company document, and (4) consult with a qualified professional when necessary.

The following factors can be used to determine if an employment decision based on the results of a criminal background check is justified by business necessity:

- a. The nature and gravity of the offense(s) (Some examples of offenses that may be considered grave include, but are not limited to, offenses involving threats or acts of violence and/or weapons, harassment, stalking, property damage, assault, theft, fraud, fiscal dishonesty, burglary, sexual battery/rape, sexual offenses, crimes involving minors, crimes involving the elderly or other vulnerable people, and drug or alcohol-related offenses);
- b. The time that has passed since the conviction and/or completion of the sentence; and
- c. The nature of the job held or sought (For example, a QualityPro Employer could consider the following questions: Does the position involve driving a vehicle? Will or does the individual perform services on or inside customer property? Will or does the individual have access to confidential or sensitive customer information such as credit card numbers, security codes for customer properties, or keys for customer properties? Does the position involve the use of safety-sensitive equipment or products? For these and other questions, how does the criminal offense or offenses pertain to the job?)

When a criminal background report divulges an arrest record(s), QualityPro Employers should consult with a qualified professional to determine the extent (if any) to which the surrounding circumstances of the arrest and/or the conduct of the individual pertaining to the arrest(s) may be considered when making an employment decision.

8. All attempts and diligent efforts to request, order, and/or obtain criminal background records must be documented.
9. QualityPro Employers must comply with all provisions of the FCRA (and/or any applicable city, county or state ordinances, laws, statutes, or regulations) that pertain to obtaining and utilizing criminal records including, but not limited to, employee notification requirements such as pre-adverse and adverse action notices used to communicate an employment decision that is based on results from a criminal background report.
10. QualityPro Employers must adopt, implement, and enforce a written policy that requires all employees to report any convictions that occur while employed by the QualityPro Employer.

¹⁾ A professional HR Consultant is available to QualityPro companies to answer employment-related questions pertaining to criminal background reports and other topics. Contact NPMA for more information.



A model Safe Driving Video will be available at qualityprotocols.org.

STANDARD 1:5 - BUSINESS OPERATIONS

QualityPro Hiring Practices

Motor Vehicle Records (MVR) Check Requirements

A QualityPro Employer must adhere to the following with regard to all current employees and prospective employees who have been offered a position (“job applicants” or “candidates”) that involves driving for company business.

1. Employers must obtain a Motor Vehicle Record (MVR) on all current and prospective employees who drive a company vehicle or who drive a vehicle for company business.
2. If an MVR has been obtained for a current employee within one year prior to the point that the employer begins the QualityPro application process, it is not necessary to obtain an additional MVR if the MVR that was obtained within the past one-year period meets all of the provisions noted below.
3. MVRs must be obtained from the state where the prospective or current employee is currently licensed to drive.
4. Employers may not allow a newly hired employee to drive a company vehicle or to drive while on company business prior to obtaining the MVR.
5. Employers should adhere to any specific insurance requirements pertaining to driving records and eligibility for employees who drive while on company business or who drive a company vehicle.



A model Drug-Free Workplace policy will be available at qualityprotocols.org.

STANDARD 1:6 - BUSINESS OPERATIONS

QualityPro Hiring Practices

Drug-Free Workplace Requirements

A QualityPro Employer must adhere to the following with regard to all current and prospective employees who have been offered a position.

1. QualityPro Employers must conduct and require pre-employment drug testing of prospective employees who have been offered a position.
2. Post-employment drug testing is optional for Quality-Pro Employers; however, QualityPro Employers must abide by any applicable local, state, or federal law or regulation that requires post-employment drug testing. Post-employment drug testing may include, but is not limited to: post-accident drug testing, reasonable suspicion drug testing, follow-up drug testing, random drug testing, or others.
3. QualityPro Employers who are implementing pre-employment drug-testing for the first time have the option to require current employees (as part of the initial implementation of the new drug-free workplace practices) to submit to drug testing. Testing of current employees under these circumstances is not required, but is optional.
4. QualityPro Employers must adopt, implement, and enforce a written drug-free workplace policy that includes, at a minimum:
 - A statement that it is the company’s intent to provide a drug-free, healthful, safe, and secure work environment.
 - A statement that pre-employment drug testing is a requirement that must be satisfied prior to reporting for the first day of employment.

- A statement outlining any post-employment drug testing that employees may be subject to.
 - Provisions for conducting pre-employment drug testing for prospective employees who have been offered a position. These provisions must be consistent with applicable state and federal drug-testing regulations.
 - A statement prohibiting: (1) unlawful manufacture, distribution, dispensing, sale, possession, or use of illegal drugs or controlled substances; (2) misuse of legal drugs, over-the-counter medications, or prescription drugs (including legally-prescribed marijuana) and (3) unauthorized use of alcohol or drugs, including legally-prescribed marijuana, on company premises, while on company business, at company-sponsored events, or while driving a company-owned or personal vehicle for company business.
 - A statement requiring employees to immediately notify management if they are charged with or convicted of any drug or alcohol-related offense. (*Employers should seek professional advice to determine how best to handle a report of this nature.*)
 - A statement that any illegal substances found will be confiscated and turned over to the appropriate law enforcement agency and may result in criminal prosecution.
 - A statement specifying the consequences of violating the drug-free workplace policy, including, but not limited to the following: Employees with the presence of drugs (including legally prescribed drugs) or alcohol in their system that, in the company's opinion, impairs judgment, performance, or behavior while on company or customer premises, in company vehicles, at company events, or on company business will be subject to corrective measures up to and including termination.
 - A statement that there are no exceptions for candidates and employees for legal prescriptions for marijuana. If a candidate or employee with a legal prescription for marijuana (for the treatment of a medical condition) tests positive based on the substance limits for the drug test, it will be reported by the lab as a "positive drug test" and will be treated in accordance with all other positive drug tests. The policy must also include a disclaimer that this practice will be enforced unless a state or federal regulation requires otherwise.
 - A statement requiring employees to notify management of the use of any prescribed medication that may impair the employee's judgment, driving ability, performance, or behavior.
 - For any testing that is required, a statement outlining the conditions under which testing will occur and the consequences of refusing to test, adulterating a test, and receiving a positive test.
 - A statement requiring employees to report to management any suspected job-related drug or alcohol abuse by any co-worker or manager and knowledge of possession, use, sale, manufacturing, purchase, dispensation, and/or distribution of drugs (including legally prescribed drugs) or alcohol by any co-worker or manager on company premises, in company vehicles, while on company business, or at company-sponsored events.
5. QualityPro Employers must comply with any applicable state or federal drug-free workplace provisions including, but not limited to, those related to restricting or requiring testing, employee notification, the use of a medical review officer, counseling or employee assistance program (EAP) requirements, drug-free awareness training, confidentiality of test results, or the requirement to make a reasonable accommodations for rehabilitation.
 6. If a QualityPro Employer is covered by the Americans With Disabilities Act (ADA) and/or another state regulation related to disabilities, it must comply with the applicable provisions as they relate to drug and alcohol testing, reasonable accommodations, and pre-employment inquiries.

STANDARD 1:7 - BUSINESS OPERATIONS

QualityPro Financial Responsibility Practices *Insurance/Self-Insurance Responsibilities*

A QualityPro Employer must adhere to the following (Note: If state requirement(s) exceed these requirements, then the state requirement(s) must be met.):

1. Employers must have in place the following provisions for general liability coverage:
 - Minimum of \$1,000,000 liability (combined single limit) including the following "occurrence" or "claims made with tail" coverage for bodily injury and property damage, or the equivalent in reserves for those companies who are self-insured:
 - Pollution
 - Contamination
 - Care, Custody, Control
 - Completed Acts
 - Transportation
 - Products Liability, if applicable
 - Errors & Omissions, if inspections are performed (\$100,000 per occurrence minimum)
2. Employers must have in place the following provisions for auto coverage:
 - Minimum of \$1,000,000 combined single limit for bodily injury and property damage, or the equivalent for those companies that are self-insured.
 - Other state required coverages such as Uninsured Motorist must be in place.
3. Employers must have in place a minimum of \$500,000 Workers' Compensation coverage or its equivalent (i.e., "Employer's Liability" coverage), or participate in the state fund, in applicable states."



A model Service Vehicle Maintenance/Appearance policy will be available at qualityprotools.org.



A model Service Vehicle Inspection Report will be available at qualityprotools.org.

STANDARD 1:8 - BUSINESS OPERATIONS

QualityPro Company Service Vehicle Practices *Dedicated Service Vehicle Practices*

A QualityPro Employer must adhere to the following:

1. Employers must ensure that company dedicated service vehicles are:
 - Marked in accordance with state law
 - Unless specifically requested by the customer, all dedicated service vehicles must be clearly marked with the company's name and must be consistent with state law.
 - Clean and well-maintained
2. Employers must implement and enforce a vehicle maintenance policy.



A model Dress Practices Policy will be available at qualityprotools.org.

STANDARD 1:9 - BUSINESS OPERATIONS

QualityPro Professional Appearance Practices *Dress Practices for Sales/Service Technicians in the Public Eye*

A QualityPro Sales/Service Technician must adhere to the following:

1. Sales/Service Technicians must adopt and enforce a policy related to professional dress and appearance Practices for employees who are in the public eye including, but not limited to:
 - Requirements for clean, laundered, professional clothing that meet all personal protective (safety) practices and clearly identifies the company name.

STANDARD 1:10 - BUSINESS OPERATIONS

QualityPro Safety Practices *Job-Related Safety Practices*

A QualityPro Certified Company must adhere to the following:

1. Employers must adopt and enforce written policies related to job-related safety for all employees including, but not limited to:
 - Federal Occupational Safety and Health Act requirements
 - Occupational-specific state requirements
 - Safe handling of pesticides, as outlined in Standard 2:2
 - Driving (refer to QualityPro Safe Driving Video)
 - Equipment use
 - Emergency response
 - Industry-specific health threats



An OSHA toolbox will be available at qualityprotocols.org.

STANDARD 2:1 - ENVIRONMENTAL STEWARDSHIP

QualityPro IPM Practices

A QualityPro Certified Company must adhere to the following:

1. The company must provide integrated pest management (IPM) services to its customers that include the following components:
 - Inspection
 - Identification of pests
 - Establishment of threshold levels for pest activity
 - Employment of appropriate control and/or management measures
 - Evaluation of effectiveness of the control and/or management measures
2. All Technicians must be trained in accordance with the proper application of these techniques.
3. The company must provide consumers with an IPM information sheet that communicates its commitment to environmental stewardship.



A model IPM information sheet for consumers will be available at qualityprotocols.org.

STANDARD 2:2 - ENVIRONMENTAL STEWARDSHIP

QualityPro Pesticide Handling Practices

A QualityPro Certified Company must adhere to the following:

1. The company must store its products:
 - In a locked and properly ventilated area
 - In properly labeled original containers
 - Away from the general public
 - In accordance with state or federal regulations
2. The company must dispose of its unused products in accordance with state and federal laws and/or acceptable recycling provisions.
3. The company must transport its products in compliance with label requirements and state and federal regulations.

- Vehicles and storage areas must be locked when they are unattended.
- Vehicles must have appropriate first-aid materials, a fire extinguisher, adequate spill control kit, an emergency response procedures, and copies of product labels, consumer information sheets, and safety data sheets (SDS).
- No volatile chemicals may be stored in the drivers' compartment.



A model QualityPro Advertising Practices will be available at qualityprotocols.org.

STANDARD 3:1 - CONSUMER RELATIONS

QualityPro Advertising Practices *Advertising Practices*

A QualityPro Certified Company, in its advertising (written, pictured, or spoken communication with the general public, customers, or potential customers designed to promote the sale of pest management services or products) may not:

1. Make false, misleading, or unsubstantiated claims
2. State that the pesticides they use are absolutely safe
3. State that the pesticides that they use are registered or approved by the federal and state governments
4. Use images or convey an impression that contradicts pesticide label directions
5. Use misleading terminology that is not universally understood or defined for the industry to describe pesticides or services, such as "natural," "organic," "non-toxic," or "safe."
6. To the extent that a state government permits the use of language forbidden herein, that language will be permissible.



A sample Termite Warranty will be available at qualityprotocols.org.

STANDARD 3:2 - CONSUMER RELATIONS

QualityPro Termite Warranty Practices *Warranty/Service Agreement Communication Practices*

A QualityPro Certified Company that offers termite warranties/service agreement to customers must adhere to the following unless state requirements supersede:

1. The company must state the scope of the warranty/service agreement in bold letters on the first page of the contract.
 - The statement must clearly state if the warranty covers repairs, re-treatment, or both. Conversely if the warranty specifically excludes such coverage the statement must clearly state that as well.
2. The company must clearly define if the contract is transferable to a new owner of the property and, if it is, the specific terms of the transfer.
3. An effective date and expiration date.

STANDARD 3:3 - CONSUMER RELATIONS

QualityPro Service Agreements/Warranties Communication Practices



Consumer
Communication
Guidelines will
be available at
qualityprotocols.org.

A QualityPro Certified Company must adhere to the following:

1. The company must perform in accordance with the terms of its Service Agreements/Warranties.
2. A company that has an inspection clause must adopt a policy that outlines the procedures for contacting the customer, arranging the inspection and notification.

STANDARD 4:1 -

SALES/TECHNICIAN TESTING

QualityPro Sales/Technician Testing Practices

A QualityPro Certified Company must adhere to the following with regard to current and prospective Sales/Technicians:

1. In states without required Sales/Technician testing requirements, the company must ensure that 100% of its Sales/Technicians have taken and passed the QualityPro Examination within six months of application for the QualityPro Program.
 - Newly hired Sales/Technicians must take the examination within 6 months of their date of hire.
 - If a Sales/Technician has taken and passed the QualityPro Examination, credit for the examination is transferable between employers.
2. In states with required examinations for Sales/Technicians, the company must ensure that all Technicians are in compliance with state requirements.
3. If, for state certification or licensing, an individual passes a state examination which QualityPro deems adequate to meet QualityPro standards, he or she is exempt from taking the QualityPro Examination.
4. For a list of states where sales/technicians are exempt from the QualityPro Exam, visit www.npmaqualitypro.org.

Note: In the case of a valued employee who is employed prior to the company receiving the QualityPro certification and who fails the examination, the employer has the option to sign a statement vouching for the employee's technical competence. The number of employees exempted under this provision may never exceed 10% of the sales/service technician employee base or one employee, whichever is greater. This exception does not apply to employees who are hired after a company earns the QualityPro certification. If a new employee does not pass these training requirements, they must be accompanied in the field by a qualified employee until such time as they meet these requirements.