

GREEN SHIELD CERTIFIED Evaluator's Guide

Item	Evaluation	Evaluator Instructions	Directions to Improve Status
PAGE 5	<p>I. Service Provider Information</p> <p>This form will be completed by an IPM Institute-approved evaluator during an on-site visit to the Service Provider and submitted by the evaluator to the IPM Institute for review. Service Provider will receive a completed copy along with the full, confidential evaluation report from the IPM Institute. Service Provider will have an opportunity to review all reports and provide corrections or updates. Each business operating location (if NOT under central control) must be evaluated separately.</p>	<p>* Complete Service Provider information as accurately and completely as possible. Spell all information correctly.</p>	
Evaluation for:			
		<p>* Enter Service Provider's full name. Include dba if necessary.</p> <p>* Spell Service Provider name correctly and consistently throughout report.</p> <p>* Note any discrepancies in spelling of the name on materials (e.g., All-Blue Pest Control, All-blue, Allblue, AllBlue).</p>	n/a
Applying for:			
		<p>* Enter what program is being evaluated, "Entire Company" or "Service."</p> <p>* If evaluating a service, complete p7 (i.e., separate service name, separate service agreement, overview training, limited logo use).</p>	
Business license no(s)/state(s):			
		<p>* Enter business license numbers and expiration dates for all states.</p> <p>* Note any expiration dates that are not current.</p>	
Evaluation location (street address): City, State, Zip: Phone:			
		<p>* Enter service provider's business location (where evaluation was performed).</p> <p>* Include phone number.</p>	
Service provider representative(s) and any others present for evaluation:			
		<p>* List service provider representatives. Include full name, title, and certifications/licenses with expirations dates.</p> <p>* Include any other attendees present for evaluation.</p> <p>* Attach additional pages if necessary.</p>	

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	Employees (attach existing list or additional pages as needed to list all employees)	<ul style="list-style-type: none"> * List all current employees. Include their full name, title, and certifications/licenses with expirations dates. Attach a separate sheet if necessary. * Verify number of employees with "I. Service Provider Information continued" on p6. * Verify that all employees are licensed. Note any apprentice and licenses that are not current. 	
PAGE 6	I. Service Provider Information (continued)	Complete Service Provider information as accurately and completely as possible. This information will be used to create a profile that will be posted on the Green Shield Certified website after certification. Service Provider will have a chance to review and ok the profile before it is posted.	
	Number of locations:	<ul style="list-style-type: none"> * Enter number of locations Service Provider has. * Service Providers with multiple locations and tight central control (e.g., central technical direction, service protocol development, product selection, staff training and quality assurance) may undergo one evaluation. * Service Providers with multiple locations and limited central control (e.g., provider does NOT have central technical direction, service protocol development, product selection, staff training and quality assurance) will need to undergo separate evaluations for each location. 	n/a
	Number of employees:	<ul style="list-style-type: none"> * Enter number of employees. * Verify number of employees matches number on employee list of "I. Service Provider Information" on p5. 	n/a
	When was business founded?	<ul style="list-style-type: none"> * Enter date business was founded. * If business is not owned/run by founder or founder's family, also include current owner and purchase date. * Include business name changes if applicable. 	n/a
	Founder name(s):	<ul style="list-style-type: none"> * Enter founder(s) names. * If business is not owned by founder, also include current owner and purchase date. 	n/a

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Geographic location(s) (e.g., counties) served:		
	<ul style="list-style-type: none"> * List all geographical locations served (e.g., cities, counties). * This information will be used to create a profile that will be posted to our website once certified. Please be as specific as possible. * Green Shield Certified will convey service areas as per typical services currently offered, i.e., areas where the participating company is currently licensed to operate and can service accounts in the region from an office that is included in the company's Green Shield Certification. * NOTE: Pest management providers may not use non-employees to perform certified services. Separate companies, contractors or individuals who are not employees of the company evaluated must obtain their own certification. Service Provider will have an opportunity to update GSC on status before certification and on GSC annual renewal form. 	n/a
	<ul style="list-style-type: none"> * Check market segments served. * "Other" may include restaurants, churches/places of worship, lodging (e.g., hotel, motel), military installations, etc. 	n/a
Types of service(s) offered (check all that apply):		
	<ul style="list-style-type: none"> * Check all types of services. * "Other" may include carpentry services, stinging insects, bed bugs, stored product pests, food processing/manufacturing, mosquito, specialty cleaning (e.g., grease traps, drains, chutes), etc. 	n/a
When was the IPM program initiated?		
	<ul style="list-style-type: none"> * Enter date IPM program started. * NOTE: This information will be used to create a profile that will be posted to our website once certified. 	n/a
Why was the IPM program initiated?		
	<ul style="list-style-type: none"> * Describe why IPM program was started. * This information will be used to create a profile that will be posted to our website once certified. Ask service provider to be as detailed as possible. * NOTE: Include your own thoughts, including what impressed you most (e.g., training materials, documentation, customer feedback, educational outreach, specific protocols, customer education/cooperation). 	n/a

	Why is IPM important to the service provider?	<ul style="list-style-type: none"> * Describe why IPM program is important to service provider. * This information will be used to create a profile that will be posted to our website once certified. Ask service provider to be as detailed as possible. * NOTE: Include your own thoughts, including what impressed you most (e.g., training materials, documentation, customer feedback, educational outreach, specific protocols, customer education/cooperation). 	n/a
PAGE 7	II. Definition of Service A Service Provider may apply for certification for its entire business, i.e., the company offers only certified services. In that case, skip this section and move the following page.	Minimum Requirements - Pass/In Progress <ul style="list-style-type: none"> * Review the information provided by the Service Provider against the GSC evaluation criteria. * Include samples if applicable. * If the Service Provider demonstrates compliance, score item as a "PASS" and note how the company showed compliance. Note recommendations for improvement or anything exceptional about the company's procedures. * If the company does not show compliance, mark it as "In Progress " and note why the point was failed. Include recommendations if applicable. * NOTE: Most Minimum Requirements should include notes. 	
II. a.	The service to be certified must be offered under a distinct service or brand name. All services offered under the distinct name must meet GREEN SHIELD CERTIFIED requirements.	<ul style="list-style-type: none"> * If only offering a certified service, the Service Provider must develop a unique service name to distinguish it from the rest of the company's services. * This name must appear on separate service contracts and service slips (see II. c. below) developed for service. * In general, we recommend using the company's name or well-known brand + "Green" to alert customers to the company's low impact, high quality service. As the name will be used by sales staff, technicians and customers, it should not be too long or difficult to say. E.g., for Joe's Pest Control Company, we might recommend: "Joe's Gentle Green Service," "Joe's Eco-Green program" or "Joe's Quality Green Service." 	<ul style="list-style-type: none"> * Verify green service name and spelling. Certified service name needs to be is on service agreement, service slips. Recommend (optional) putting it on green products lists and GSC Training Overview (.doc).
II. b.	The Service Provider must undergo an on-site evaluation by the IPM Institute and must meet all minimum legal requirements (page 8), pesticide safety requirements (page 14) and	<ul style="list-style-type: none"> *Verify that Service Provider understands that the entire company will undergo the evaluation and that the entire company must meet minimum requirements listed on p8, p14 and p15. * Only the certified service must meet the requirements listed on p7 (e.g., II Definition of Service a-e). 	



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<p>II. c.</p>	<p>A written contract or service agreement must identify the certified service as a distinct product offering. All services delivered to the location(s) by the Service Provider under the contract must meet GREEN SHIELD CERTIFIED standards. Records for accounts receiving the certified service must be segregated or otherwise immediately identifiable for evaluation.</p>		
		<ul style="list-style-type: none"> * Verify Service Provider has a service agreement that includes the certified service name and specific guarantee (III. 5.0 f., p15). * Verify Service Provider has separate service slip for the certified service name, which includes certified service name, area for inspection and identification (pest, location, pest conducive issues) and green product list with percentage use, location and application method. * Verify Service Provider has a system (hardcopy or electronic) that will allow them to segregate green service client accounts from conventional accounts for re-evaluation in three years. PestPac is one electronic system that allows segregation. 	<ul style="list-style-type: none"> * Verify Service Provider has a service agreement that includes the certified service name and guarantee (III. 5.0 f., p15). * Verify Service Provider has separate service slip for the certified service name, which includes certified service name, area for inspection and identification (pest, location, pest conducive issues) and green product list with percentage use, location and application method. In general, we recommend inspection, identification, recommendations and non-chemical approaches at the top left to encourage these practices first. The green product list with application location, method and percentage use should be included at the bottom right of the form to discourage use. * Verify Service Provider has a system that segregates clients receiving GSC services for re-evaluation.*
<p>II. d.</p>	<p>A separate training program must be offered by the Service Provider for staff selling or delivering GREEN SHIELD CERTIFIED SERVICE. Staff who have not completed the training may</p>		
		<ul style="list-style-type: none"> * Verify Service Provider has set up separate training for techs and sales staff to demonstrate difference between green and conventional services. * If there is no training in place or if the training is inadequate, GSC will provide the GSC Training Overview (.doc). * Verify Service Provider has a log to track green trainings, which includes curriculum, dates, attendees, instructor and location. This log will be reviewed during the re-evaluation in three years. 	<ul style="list-style-type: none"> * GSC training Overview was sent with interim reports. * Verify that Service Provider adopted GSC Training Overview (.doc). * Verify Service Provider has created a training log for tracking green trainings of technicians and staff. Training log must include curriculum, dates, attendees, instructor and location.



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II. e.	<p>After certification of the service is approved by the IPM Institute, Service Provider may describe the service as a "GREEN SHIELD CERTIFIED SERVICE." Service Provider may not use the words "GREEN SHIELD CERTIFIED SERVICE PROVIDER." The GREEN SHIELD CERTIFIED name and logo must only be used in conjunction with the certified service name when it appears in company literature or electronic communications including websites.</p>		
		<ul style="list-style-type: none"> * Review this item carefully with Service Provider. Service Provider may not identify or imply either with words or images that the Service Provider is Green Shield Certified. The certified service name must be present or referenced whenever using the Green Shield Certified name or logo. Acceptable sample language includes "Service Provider offers Green Service, a Green Shield Certified Service." "Green Service is a Green Shield Certified service offered by Service Provider." "Service Provider is the first in the state to offer a Green Shield Certified service." "Ask us about our Green Shield Certified service." * NOTE: We have had the most violations of this item. * GSC interim report will provide Service Provider with GSC logo guidance (with images). 	<ul style="list-style-type: none"> * Service Provider will receive GSC logo guidance (with images) * Verify that Service Provider has read and understood GSC logo guidance (with images) by having them sign the form.. * Review brochures, service agreements, website, service slips and training documents to verify compliance.
PAGE 8		<p>III. Minimum Requirements for Certification</p> <p>To become an GREEN SHIELD CERTIFIED service provider or to offer a GREEN SHIELD CERTIFIED service, a "pass" rating is required on each of the following minimum requirements (pages 7-14). The evaluator will circle the appropriate rating and supplement his or her decision with notes, including describing where the service provider exceeds the minimum requirement and any extenuating circumstances on failed items.</p> <p>1.0 Service provider meets legal requirements:</p>	<p>Minimum Requirements - Pass/In Progress</p> <ul style="list-style-type: none"> * Review the information provided by the Service Provider against the GSC evaluation criteria. * Include samples if applicable. * If the Service Provider demonstrates compliance, score item as a "PASS" and note how the company showed compliance. Note recommendations for improvement or anything exceptional about the company's procedures. * If the company does not show compliance, mark it as "In Progress " and note why the point was failed. Include recommendations if applicable. * NOTE: Most Minimum Requirements should include notes.
III. 1.0 a.	<p>For pesticide applicator training, licensing and certification.</p>		
		<ul style="list-style-type: none"> * Verify that all technicians listed in the employee list are licensed & have all required certifications and trainings by inspecting technician training, certificates and licensing. * Apprentices that are not licensed should have their tests scheduled and passed in a timely manner (e.g., not consistently failing exam). * Include sample pesticide application licenses. * Note reason for score, e.g., "Pass: All technicians are trained, licensed and certified for the services they perform." "In Progress: Licenses could not be found for two technicians. Technician 3's certification has expired." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that any technicians without proper training, licensing or certifications have completed the required courses or have been terminated. * Verify that apprentices have passed their tests or have them scheduled. If they are scheduled during certification, follow up to verify that they passed their test in a timely manner (e.g., have passed the test in three months, have not continuously failed the test).

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III. 1.0 b.	For pesticide applicator safety and employee right to know.	<ul style="list-style-type: none"> * Verify that Service Provider complies with applicator safety and employee right to know. Inspect to ensure they have: <ol style="list-style-type: none"> 1. All OSHA and state requirements re wages and restrictions posted in common space. ADP poster would fulfill this part of the requirement. 2. MSDS & labels for all products in inventory (including those used in conventional services). * Include sample pesticide application safety protocols. * Note reason for score, e.g., <ul style="list-style-type: none"> "Pass: Pesticide applicator safety and employee right to know posted in common area." "In Progress: MSDS missing for two products. Employee right to know could not be found." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has resolved any deficiencies (e.g., posted OSHA poster/requirements if missing, has obtained MSDS and labels for ALL products used, even for those only in non-conventional services, in a central location available to employees.
III. 1.0 c.	For posting and notification of pesticide applications.	<ul style="list-style-type: none"> * Set by city and/or state. Review state restrictions and requirements. * Ask Service Provider how they meet requirements. * Verify with inspection of pesticide application records. * Include sample pesticide application notifications and protocols used to meet requirements. * Note reason for score, e.g., <ul style="list-style-type: none"> "Pass: Pesticide applicator notifications are posted in common area per CT law." "In Progress: Pesticide applicator notifications are not left for the required 48 time period after application." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has improved posting and notification of pesticide applications (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to meet legal requirements and to ensure this deficiency will not reoccur. * Note corrective action taken and remaining recommendations on final report.
III. 1.0 d.	For pesticide application record keeping.	<ul style="list-style-type: none"> * Set by city and/or state. * Ask Service Provider to demonstrate how they meet requirements (e.g., protocols, training). * Verify with inspection of pesticide application records. * Include sample pesticide application records. * Note reason for score, e.g., <ul style="list-style-type: none"> "Pass: Pesticide applicator records are complete and submitted promptly to the DEC. " "In Progress: Pesticide application records are incomplete. Pesticide application records are missing for Accounts A and B." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has improved pesticide application record keeping (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to meet legal requirements and to ensure this deficiency will not reoccur. * Note corrective action taken and remaining recommendations on final report.



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III. 1.0 e.	For identification of service vehicles and employees.		
		<ul style="list-style-type: none"> * Set by city and/or state. * Ask Service Provider to demonstrate how they meet requirements (e.g., protocols, training). * Verify with inspection of employee uniforms and vehicles. * Include protocols. * Note reason for score, e.g., "Pass: Vehicles are properly identified according to NJ law with three inch letters on both sides of the vehicle. " "In Progress: Employees uniforms do not readily identify the company." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has improved vehicle and employee identification (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to meet legal requirements and to ensure this deficiency will not reoccur. * Note corrective action taken and remaining recommendations on final report.
III. 1.0 f.	For any specific environments serviced (e.g., schools, list below).		
		<ul style="list-style-type: none"> * Set by city and/or state. * Ask Service Provider to demonstrate how they meet requirements (e.g., protocols, training). * Verify with inspection of procedures and pesticide application records. * Include special environments services and protocols for those areas. * Note reason for score, e.g., "Pass: Service Provider does not service any accounts with specific needs. / Service Provider conforms with state law A for applications in schools. " "In Progress: Service Provider does not post 24 hours in advance as per state law A for schools. " * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has improved service for specific environments (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to meet legal requirements and to ensure this deficiency will not reoccur. * Note corrective action taken and remaining recommendations on final report.

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<p>III. 1.0 g.</p>	<p>For truth in advertising, i.e., provider meets advertised claims.</p>	<ul style="list-style-type: none"> * Set by city and/or state, e.g., NY & CA have strict restrictions on "green" claims. * Verify with inspection of website, brochures and other promotion products. * In general, we recommended more specific vs. vague use of terms, e.g., "lower toxic pesticides applied in ways that greatly reduce exposure." vs. "green methods, eco-friendly products." * Note language that does not meet requirements and where it appears (e.g., brochure, website). * Include sample marketing materials. * Note reason for score, e.g., "Pass: Service Provider does not use advertising. / Service Provider conforms with local law A for restrictions on use of green marketing terminology." "In Progress: Service Provider's website and service agreement should be reviewed for compliance with local law A for restrictions on green marketing terminology use. " * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Review website, brochure and other promotional products to verify that Service Provider has improved marketing to comply with GSC and legal marketing restrictions. * Check with BBB to verify claims * Optional: Recommend setting up protocol, re-training, written procedures, consequences for failure, quality assurance follow up by managers to ensure this deficiency will not reoccur. * Note corrective action taken and remaining recommendations on final report.
<p style="text-align: center;">PAGE 9</p>	<p>III. Minimum Requirements (continued)</p>	<p>Minimum Requirements - Pass/In Progress</p> <ul style="list-style-type: none"> * Review the information provided by the Service Provider against the GSC evaluation criteria. * Include samples if applicable. * If the Service Provider demonstrates compliance, score item as a "PASS" and note how the company showed compliance. Note recommendations for improvement or anything exceptional about the company's procedures. * If the company does not show compliance, mark it as "In Progress " and note why the point was failed. Include recommendations if applicable. * NOTE: Most Minimum Requirements should include notes. 	<ul style="list-style-type: none"> * Include copy of IPM plan. * Note reason for score (e.g., 3: Service Provider has an IPM policy that addresses inspecting and monitoring but does not stress using non-chemical approaches first). Include recommendations if applicable.

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<p>III. 2.0 a.</p>	<p>The first steps performed by the service provider to address a new problem are designed to accurately diagnosis the problem, determine its extent and identify contributing conditions; e.g., a thorough inspection of the premises and/or problem area(s), interviewing the customer and/or facility occupants, reviewing pest sighting logs (if any).</p>
	<p>* Inspect service slips and logbooks to verify that an "inspection" was performed (e.g., inspection notes) and that a specific pest was identified (e.g., Pharaoh ant) in writing.</p> <p>* During the customer site visit(s), verify technician performs an inspection of building and properly identifies pest issue.</p> <p>* Note reason for score, e.g., "Pass: Service slips indicate inspection notes. Log books include communications to customers ." "In Progress: Service slips indicate technicians do not inspect regularly."</p> <p>* NOTE: The Green Products and Methods ppt will be included in their interim report for their use in developing green protocols.</p> <p>* Verify Service Provider has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list.</p> <p>* Verify that Service Provider has improved inspection practices (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.</p>
<p>III. 2.0 b.</p>	<p>Conditions conducive to pest problems (e.g., structural defects, sanitation issues) are identified and presented to the customer and/or occupants verbally and in writing.</p>
	<p>*Inspect service slips and logbooks to verify that the technician identified pest conducive problems in writing.</p> <p>* During customer site visit(s), verify technician communicates with facility management pest conducive issues both verbally and in writing (e.g., speaks to facility management in person, leaves a written message on the service slip or in the log book).</p> <p>* Note reason for score, e.g., "Pass: Service slips and log books indicate conducive conditions are identified and that customers have been notified verbally. " "In Progress: Technicians communicate pest conducive conditions in writing but not verbally."</p> <p>* NOTE: The Green Products and Methods ppt will be included in their interim report for their use in developing green protocols.</p> <p>* Verify Service Provider has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list.</p> <p>* Verify that Service Provider has improved verbal and written communication of pest conducive conditions (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.</p>

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<p>III. 2.0 c.</p>	<p>Monitors are used where appropriate and results reported to the customer and/or occupants verbally and in writing.</p> <p>*Inspect service slips and logbooks to verify that monitors have been placed with the proper location and amounts based on pest pressure and to confirm that monitor placement is communicated in writing. * During customer site visit(s), verify technician communicates with facility management that monitors were placed and discuss any special circumstances or issues both verbally and in writing (e.g., speaks to facility management in person, leaves a written message on the service slip or in the log book). * Note reason for score, e.g., "Pass: Service slips and log books indicate monitors are placed and customers have been notified. " "In Progress: Technicians communicate monitor placement in writing but not verbally." * NOTE: The Green Products and Methods ppt will be included in their interim report for their use in developing green protocols.</p>	<p>* Verify Service Provider has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Verify that Service Provider has improved verbal and written communication of monitors (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.</p>
<p>III. 2.0 d.</p>	<p>Existing pest problems (e.g., pest species, extent of infestation) are identified and presented to the customer and/or occupants verbally and in writing.</p> <p>*Inspect service slips and logbooks to verify that technicians identified existing problems in writing. * During customer site visit(s), verify technician communicates with facility management existing pest problems both verbally and in writing (e.g., speaks to facility management in person, leaves a written message on the service slip or in the log book). * Note reason for score, e.g., "Pass: Service slips and log books indicate identification of pest problems in writing. Customers indicate technicians verbally communicate issues." "In Progress: Technicians identify pest problems verbally but not in writing." * NOTE: The Green Products and Methods ppt will be included in their interim report for their use in developing green protocols.</p>	<p>* Verify Service Provider has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Verify that Service Provider has improved verbal and written communication of existing pest problems (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.</p>

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<p>III. 2.0 e.</p>	<p>Recommendations to correct pest-conducive conditions are made verbally and in writing (i.e., inspection report).</p>	<ul style="list-style-type: none"> * Inspect service slips and logbooks to verify that technicians made recommendations to correct pest-conducive conditions in writing. * During customer site visit(s), verify technician communicates with facility management recommendations both verbally and in writing (e.g., speaks to facility management in person, leaves a written message on the service slip or in the log book). * Note reason for score, e.g., "Pass: Service slips and log books indicate recommendations for correcting pest conducive conditions. Customers indicate technicians verbally communicate recommendations." "In Progress: Technicians make recommendations to correct conducive conditions verbally but not in writing." * NOTE: The Green Products and Methods ppt will be included in their interim report for their use in developing green protocols. 	<ul style="list-style-type: none"> * Verify Service Provider has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Verify that Service Provider has improved verbal and written recommendations for correcting pest-conducive conditions (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.
<p>III. 2.0 f.</p>	<p>Service provider and management staff can identify key pests, and key pest symptoms, life cycles and IPM strategies for management.</p>	<ul style="list-style-type: none"> * Inspect service slips and logbooks to verify that correct pests and correct pest-conducive conditions were identified (e.g., listed on inspection slip, took sample to lab for identification). May also review trainings and reference library. * During customer site visit(s), verify technician correctly identifies pest and pest conducive conditions. * Note reason for score, e.g., "Pass: Owner is a BCE, also has two ACE on staff including technical director." "In Progress: Service Provider staff can identify pests and pest biology. Have difficulties with IPM strategies for ants." * Include recommendations if applicable. * NOTE: The Green Products and Methods ppt will be included in their interim report for their use in developing green protocols. 	<ul style="list-style-type: none"> * Verify Service Provider has improved the inspection and identification skills of technicians (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.
<p>PAGE 10</p>	<p>III. Minimum Requirements (continued)</p>	<p>Minimum Requirements - Pass/In Progress</p> <ul style="list-style-type: none"> * Review the information provided by the Service Provider against the GSC evaluation criteria. * Include samples if applicable. * If the Service Provider demonstrates compliance, score item as a "PASS" and note how the company showed compliance. Note recommendations for improvement or anything exceptional about the company's procedures. * If the company does not show compliance, mark it as "In Progress" and note why the point was failed. Include recommendations if applicable. * NOTE: Most Minimum Requirement should include notes. 	

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<p>III. 3.0 a.</p>	<p>Pesticide applications are made only after detection of a verifiable pest problem and accurate identification of the pest.</p>	<p>* Inspect service slips to verify that inspection and identification was performed prior to pesticide application. * During customer site visit(s), verify technician inspects for pests problem and identifies pest correctly before making a pesticide application. * Include sample pesticide application records. * Note score and reason, e.g., "Pass: Service slips include inspection notes and identification of pests prior to any applications." OR "In Progress: Service slips indicate a pesticide application was without inspection or identification of the pest." * Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies (e.g., (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) noted in their interim report and has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Signature on Service Provider Statement (p23). * Adopted GSC Training Overview (.doc).</p>
<p>III. 3.0 b.</p>	<p>Applications are not made on a routine or regularly scheduled basis (i.e., weekly, monthly applications are not made).</p>	<p>* Inspect service slips to verify that regular scheduled pesticide applications are not made. * During customer site visit(s), verify technician does not make a scheduled pesticide application. * Include sample pesticide application records. * Note score and reason, e.g., "Pass: No routine pesticide applications are made. Service slips include inspection notes and identification of pests prior to any applications." OR "In Progress: Service slips indicate routine pesticide applications without inspection or identification of the pest." * Include recommendations if applicable. *</p>	<p>* Verify Service Provider has resolved the deficiencies noted (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) in their interim report and has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Signature on Service Provider Statement (p23). * Adopted GSC Training Overview (.doc).</p>
<p>III. 3.0 c.</p>	<p>Service provider must have corresponding copies of the pesticide label and MSDS sheet for any material(s) used in a central location (e.g., main office) and available to customers on request.</p>	<p>* Inspect pesticide inventory. Verify that all products provided in their products list are accounted for, noting any missing or additional products. Verify that all products have MSDS and labels. * During customer site visit(s), verify that client has copies of all MSDS and labels used on site available to client staff and employees. * Note score and reason, e.g., "Pass: No routine pesticide applications are made. Service slips include inspection notes and identification of pests prior to any applications." OR "In Progress: Missing MSDS for X product, missing labels for Y product. . * Include recommendations (e.g., creating a protocol for updating in-house and client MSDS and label records when new products are added or old products are removed from inventory).</p>	<p>* Verify Service Provider has resolved the deficiencies noted (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) in their interim report and has copies of all MSDS and labels for all products used in a central location and available to customers upon request, including any missing MSDS and labels for products. * Verify that Service Provider has improved system for updating MSDS and label records (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) to ensure this deficiency will not reoccur.</p>



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III. 3.0 d.	Space sprays (fogging) and spray applications of residual-active pesticides to exposed interior or exterior surfaces of buildings (surface sprays to floor, baseboard, wall, foundation,	<p>*Inspect service slips and pesticide application records to verify that spray applications of residual-active pesticides are NOT used indoors or out. (Spray applications of non-residual active-pesticides are permitted, but not preferable to other methods that greatly reduce exposure.)</p> <p>* During customer site visit(s), verify that technician does not spray apply residual-active pesticide(s) indoors or out.</p> <p>* Include sample pesticide application records.</p> <p>* Note score and reason, e.g., "Pass: Service Provider does not perform space sprays or spray applications indoors or out." OR "In Progress: Uses space sprays of residual-active pesticides."</p> <p>* Include recommendations if applicable (e.g., effective alternative to space sprays and why space sprays are not acceptable - ineffective and unnecessarily increase exposure).</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report and has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list.</p> <p>* Signature on Service Provider Statement (p23).</p> <p>* Adopted GSC Training Overview (.doc).</p>
	STANDING EXCEPTION: Products containing the following active ingredients may be applied to exposed surfaces for wood-destroying pests: boric acid, disodium octaborate tetrahydrate, orthoboric acid		
III. 3.0 e.	If dust formulations are used, application sites must be such that dust will not become airborne with potential for inhalation after application, e.g., sites that are sealed or otherwise enclosed after the application. EXCEPTION: Dusts may be applied into stinging insect hive entrances on the exterior of structures. These entrances need not be sealed immediately, but should be sealed once the hive is inactive. Ideally, the nest should be removed once no longer active.	<p>*Inspect service slips and pesticide application records to verify that dust formulations are applied in ways that reduce exposure.</p> <p>* During customer site visit(s), verify that technician application methods for dust meet standard.</p> <p>* Include sample pesticide application records.</p> <p>* Note score and reason, e.g., "Pass: No dust applications are made. / Service slips, technician tools and customer on-site visit include dust applications are sealed." OR "In Progress: Service slips indicate that holes are not sealed after dust is applied. / Holes sealed by subcontractors."</p> <p>* Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) in their interim report and has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list.</p> <p>* Signature on Service Provider Statement (p23).</p> <p>* Adopted GSC Training Overview (.doc).</p>



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<p>III. 3.0 f.</p>	<p>Insecticide baits, if used, are applied in such a way as to greatly reduce potential for exposure, e.g., contained in a tamper-resistant container designed specifically for holding baits and constructed of metal or plastic and ideally attached to floors, walls, etc. such that the container cannot be easily moved; or as a crack and crevice treatment where the pesticide is not visible or is not readily accessible after application.</p>	
	<p>*Inspect service slips and pesticide application records to verify that insecticide baits are applied in ways that reduce exposure. * During customer site visit(s), verify that technician application methods for insecticide baits meet standard. "Pass: No dust applications are made. / Service slips, technician tools and customer on-site visit include dust applications are sealed." OR "In Progress: Service slips indicate bait stations are not sealed to floors. / Insecticides baits are not applied as true crack and crevice treatments." * Include recommendations (e.g., apply insecticide to bait station or device that allows for removal after the pest issues has been resolved).</p>	<p>* Verify Service Provider has resolved the deficiencies noted (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) in their interim report and has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Signature on Service Provider Statement (p23). * Adopted GSC Training Overview (.doc).</p>
<p>III. 3.0 g.</p>	<p>Rodenticides, if used, are:</p>	
	<p>*Inspect service slips and pesticide application records to verify that rodenticides are applied in ways that reduce exposure. * During customer site visit(s), verify that technician application methods for rodenticides meet standard. * If the Service Provider demonstrates compliance, note how, score it as a "Pass," and provide recommendations if there is room for improvement or note if there was anything exceptional about the company's procedures. * Note reason for score, e.g., "Pass: Rodenticides are rarely used and if so, according to criteria listed." OR "In Progress: Service slips indicate bait stations are not locked. / Rodenticides placed in runway of bait station instead of in baffle-protected feeding chamber." * Include recommendations (e.g., to use exclusion and trapping at night instead of rodenticides, to use non-toxic rodent bait stations and replace them with rodenticide stations at first sign of activity, and to remove toxic bait station once rodent issues have been resolved).</p>	<p>* Verify Service Provider has resolved the deficiencies noted (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers) in their interim report and has developed green pest management procedures using the Green Products and Methods ppt included in their interim report and their green products list. * Signature on Service Provider Statement (p23). * Adopted GSC Training Overview (.doc).</p>
	<p>III. Minimum Requirements (continued) 3.0 Least-toxic pesticides (continued) NOTE: For help in evaluating pesticides against the following criteria, contact the IPM Institute.</p>	<p>* Collect all information re products used, including EPA numbers for all pesticide products. * The IPM Institute will use this information to evaluate the Service Provider's product list and help them create a green products list that meets GSC criteria.</p>

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III. 3.0 h.	No pesticides labeled "Danger" or "Warning" are used. If a pesticide is used that is exempt from registration by US EPA, it does not exceed criteria for "Danger" or "Warning," i.e., acute oral, dermal or inhalation toxicity; skin or eye sensitivity.	* Common pesticide products that carry a "Danger or "Warning" label that do not meet GSC criteria, include: many of Syngenta's "Demon" products, Ditrac® Tracking Powder, Safer Insect Killer, and Savage.	* Verify Service Provider has developed green products list, that all products meet criteria, and that EPA numbers and target pests are included for all products. Use the sample product list and recommendations included in their interim report and master product list as resources.
	STANDING EXCEPTION: deltamethrin: bed bugs (surface spray, acute aquatic toxicity)	EXCEPTION: Products containing deltamethrin whose other ingredients meet GSC criteria may be used for only for bed bugs and only in ways that greatly reduce exposure (see p10, p11 for details).	
III. 3.0 i.	i. No pesticides with ingredients classified as known, probable, likely or possible carcinogens by US EPA, the International Agency for Research on Cancer or the California Proposition 65 List are used.	* Common pesticide products that are known, probable, likely or possible carcinogens that do not meet GSC criteria include: Aervoe® Hornet and Wasp Spray,	* Verify Service Provider has developed green products list, that all products meet criteria, and that EPA numbers and target pests are included for all products. Use the sample product list and recommendations included in their interim report and master product list as resources.
	STANDING EXCEPTION: fipronil: cockroaches, ants (possible carcinogen, US EPA); hydramethylnon: cockroaches, ants (possible carcinogen, US EPA)	EXCEPTION: Products containing fipronil or hydramethnlynon whose other ingredients meet GSC criteria may be used for only for cockroaches and ants and only in ways that greatly reduce exposure (see p10, p11 for details).	
III. 3.0 j.	j. No pesticides with ingredients classified as reproductive or developmental Toxins by US EPA or the California Proposition 65 List are used.	* Common pesticide products classified as reproductive or developmental toxins that do not meet GSC criteria include: Bandit, Award® Fire Ant Bait, Siege insecticides, and many of FMC's "Talstar" products.	* Verify Service Provider has developed green products list, that all products meet criteria, and that EPA numbers and target pests are included for all products. Use the sample product list and recommendations included in their interim report and master product list as resources.
	STANDING EXCEPTION: abamectin, avermectin: cockroaches, ants (developmental toxin, US EPA); hydramethylnon: cockroaches, ants (reproductive/development toxin, State of California)	EXCEPTION: Products containing abamectin, hydramethylnon, or avermectin whose other ingredients meet GSC criteria may be used for only for cockroaches and ants and only in ways that greatly reduce exposure (see p10, p11 for details).	
III. 3.0 k.	k. No pesticides with ingredients classified as known, probable or suspected endocrine disruptor by US EPA or the European Union are used.	* Common pesticide products that are known, probable, likely or suspected endorine disruptors that do not meet GSC criteria include: Aervoe® Hornet and Wasp Spray, Raid® Ant & Roach Formula, and many of Bayer's "Sevin" products.	* Verify Service Provider has developed green products list, that all products meet criteria, and that EPA numbers and target pests are included for all products. Use the sample product list and recommendations included in their interim report and master product list as resources.

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III. 3.0 I.	I. No pesticides containing cholinesterase inhibitors, or with ingredients listed as neurotoxins on US EPA Toxics Reduction Inventory are used.	* Common pesticide products containing cholinesterase inhibitors or with ingredients listed as neurotoxins that do not meet GSC criteria include: Florel, Dylox® 6.2 Granular, Permacide® Plus	* Verify Service Provider has developed green products list, that all products meet criteria, and that EPA numbers and target pests are included for all products. Use the sample product list and recommendations included in their interim report and master product list as resources.
PAGE 12		ADDITIONAL EXCEPTIONS: Participants may make a request for an exception from the criteria in Section III. 3. due to lack of effective alternatives. The request must be made to the IPM Institute and include the target pest, pesticide product to be used, application method and rate, and what measures will be taken to reduce exposure and investigate alternatives. All exceptions to the criteria will be reviewed by the GREEN SHIELD CERTIFIED Technical Advisory committee and re-evaluated on at least an annual basis.	
PAGE 13		<p>III. Minimum Requirements (continued)</p> <p>3.0 Least-toxic pesticides (continued) List complete brand names of all pesticides and non-pesticide products (e.g., vacuums, caulk, copper mesh, etc.) used by the service provider in the previous 12 months (or attach a separate existing list if available). This list will be held in confidence and will help your evaluator and the IPM Institute identify opportunities to transition to less toxic alternatives. Changes in this list over time will help us evaluate progress in eliminating high-hazard pesticides and practices.</p> <p>List pesticide trade name and EPA Registration Number from label:</p>	<p>Collect list all pesticides used in the last year. Service provider may supply a "green products list." (Attach additional pages as needed, or attach a separate existing list if available.)</p> <p>Evaluate lists and separate products by those that: a. meet the standard, b. do not meet the standard, c. do not meet the standard, but may be used due to a STANDING EXCEPTION (when used in ways that reduce potential for exposure). Include product name, EPA # and pests product is used for.</p>
PAGE 14		III. Minimum Requirements (continued) 4.0 Pesticide safety	<p>Minimum Requirements - Pass/In Progress</p> <ul style="list-style-type: none"> * Review the information provided by the Service Provider against the GSC evaluation criteria. * Include samples if applicable. * If the Service Provider demonstrates compliance, score item as a "PASS" and note how the company showed compliance. Note recommendations for improvement or anything exceptional about the company's procedures. * If the company does not show compliance, mark it as "In Progress " and note why the point was failed. Include recommendations if applicable. * NOTE: Most Minimum Requirements should include notes.



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III. 4.0 a.	Used pesticide containers are properly disposed of.	<p>*Inspect product storage areas on trucks and inventory to verify that empty containers are properly disposed of (e.g., returned to office, triple rinsed, properly disposed of, e.g., recycled or given to CleanSweep).</p> <p>* Note score and reason, e.g., "Pass: Pesticide containers are returned to office to be triple rinsed and recycled." OR "In Progress: Used pesticide containers are not triple-rinsed. / Used pesticide containers are disposed of at account."</p> <p>* Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report (e.g., return used pesticide containers to office to be triple rinsed and recycled or given to CleanSweep) through re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p>
III. 4.0 b.	Pesticides are stored only in original containers.	<p>* Inspect pesticide storage areas on trucks and inventory to verify that all pesticides are stored in original containers with proper labels.</p> <p>* Note score and reason, e.g., "Pass: Pesticide stored only in original containers." OR "In Progress: Pesticides are not stored in original containers. / Pesticides stored in original containers but lids are not properly sealed."</p> <p>* Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report (e.g., pesticides stored only in original containers) through re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p>
III. 4.0 c.	Proper personal protective equipment (e.g., respirators, gloves, etc.) is available, in good condition and used when appropriate by handlers and applicators.	<p>*Inspect office supply room and technician tools to verify that proper PPE (gloves, goggles, respirators) is available and in good working condition. Inspect quality assurance records and training records to verify that PPE is used when appropriate by handlers and applicators.</p> <p>* Note score and reason, e.g., "Pass: PPE is adequate for products used. Technicians have gloves and respirators that are in good working condition." OR "In Progress: PPE is not adequate for products used. Gloves are needed. / Gloves are available, but respirators are not in working condition. / Applicators have access to proper PPE but do not use it."</p> <p>* Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report (e.g., proper PPE is available and used by applicators) through re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p>
III. 4.0 d.	Pesticide mixing facilities are adequate to prevent backflow and respond effectively to spills.	<p>*Inspect mixing facilities to verify that they are adequate to prevent backflow and effectively respond to spills (i.e., two spill pans, not located directly over drain).</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report (e.g., mixing facilities prevent backflow and respond effectively to spills) through re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p>

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III. 4.0 e.	Pesticide emergency response equipment (e.g., eyewash station, spill response kit, emergency shower) is adequate for the pesticides used.		
		<p>* Inspect emergency response equipment to verify that they are adequate for pesticides used. All techs should have: a.) access to functioning emergency shower, b.) access to eyewash stations or have eyewash bottles with clean water on their person and c.) spill response kits with rags and absorption materials with them either in the cab of their vehicle or if they do not use a vehicle, then on-site.</p> <p>* Note score and reason, e.g., "Pass: Eyewash and emergency shower stations functioning. Spill response kits include rags and absorption material in cab of the vehicle." OR "In Progress: All techs do not have eyewash bottles and eyewash station at facility was not functioning. / Spill response kits are not accessible to all techs." * Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report through purchase and distribution of materials, re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p> <p>* Service Provider should have eyewash station/bottle, spill response kit with rags and absorption material (e.g., kitty litter).</p> <p>* These items should be easily accessible to all techs (e.g., in toolkit or in cab of vehicle).</p>
III. 4.0 f.	A written emergency response plan is in place.		
		<p>* Review emergency response plan to verify that it has procedures that address accidental ingestion, fuel and pesticide spills, fire, and vehicle accident and include emergency phone number for fire, first response and company's after hours line. Procedures for flood, hurricane, tornado and theft may also be addressed based on location.</p> <p>* Note score and reason, e.g., "Pass: Emergency response plan includes all phone numbers and emergency protocols for vehicle accidents, accidental ingestion and spills." OR "In Progress: Emergency response plan does not have after-business hours phone number. / Emergency response does not have procedure for vehicle accidents." * Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report through development of emergency response plan (e.g., added missing phone numbers, added procedures), re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p> <p>* Service Provider must have procedures that address accidental ingestion, fuel and pesticide spills, fire, and vehicle accident and include emergency phone number for fire, first response and company's after hours line. Procedures for flood, hurricane, tornado and theft may also be recommended based on location.</p>

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<p>III. 4.0 g.</p>	<p>Pesticide storage at the business location and on company vehicles is tightly controlled (e.g., locked) to prevent unauthorized access, with adequate signage to alert emergency responders.</p>	<p>* Inspect pesticide storage at business location and spot check company vehicles. Verify that pesticide access is tightly controlled (e.g., locked) to prevent unauthorized access. Verify that there is adequate signage to alert emergency responders (e.g., sign on both sides of doors to storage facility or closet). * Note score and reason, e.g., "Pass: Pesticide storage is marked for emergency responders. Only owners have a key." OR "In Progress: Pesticide storage not properly marked to alert emergency responders. / Pesticide storage has broken lock." * Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report through improvements in signage or security, re-training, written procedures, consequences for failure and/or quality assurance follow up by managers.</p>
<p>III. 4.0 h.</p>	<p>Pesticide drift from spray applications is kept to an absolute minimum by using best practices regarding droplet size, weather conditions, spray boom height, spray rig speed and spray distribution.</p>	<p>* Verify Service Provider identifies "drift" as any non-target application, including over-application. Verify Service Provider keeps drift to a minimum by using best practices regarding droplet size, weather conditions, spray boom height, spray rig speed and spray distribution. Verify that all technicians have rags on hand to wipe up over-application. * Note score and reason, e.g., "Pass: Service Provider defines drift as any off-target application, including over application. Service Provider has rags for cleaning up over-application and uses best practices for applications." OR "In Progress: All technicians do not have rags. / Service Provider does not identify over-application as drift." * Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved the deficiencies noted in their interim report through purchase and distribution of materials, redefining over-applications as drift, re-training technicians, developing written procedures and consequences for failure and/or instituting quality assurance follow up by managers.</p>
<p>PAGE 15</p>		<p>III. Minimum Requirements (continued) 5.0 Service provider business practices and stability.</p>	<p>Minimum Requirements - Pass/In Progress * Review the information provided by the Service Provider against the GSC evaluation criteria. * Include samples if applicable. * If the Service Provider demonstrates compliance, score item as a "PASS" and note how the company showed compliance. Note recommendations for improvement or anything exceptional about the company's procedures. * If the company does not show compliance, mark it as "In Progress " and note why the point was failed. Include recommendations if applicable. * NOTE: Most Minimum Requirements should include notes.</p>



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III. 5.0 a.	Business has been operating for three or more years, or business has been operating for one or more years and business principal (owner, manager) has been a state-licensed pest management professional for three or more years.		
		<p>* Inspect license records of business and business principal (owner, manager) to verify that Service Provider been in business for one or more years AND that business principal (owner, manager) has held state-licensed pest management professional license for three or more years.</p> <p>* Note score and reason, e.g., "Pass: Business has been operating since 1998. Was purchased by Owner in 2002." OR "In Progress: Business has been operating for one year and business operator has been licensed for two years." * Include recommendations if applicable.</p>	<p>* Verify Service Provider has resolved any deficiencies noted in their interim report (e.g., through re-training, written procedures, consequences for failure, quality assurance follow up by managers). E.g., business or business principal has held license for three years old.</p>
III. 5.0 b.	Business license and business's principal's (owner, manager) to operate have not been suspended or revoked during the previous three years.		
		<p>* Inspect business and business principal license records (owner, manager) to verify that Service Provider license to operate has not been suspended or revoked in the last three years.</p> <p>* Note score and reason, e.g., "Pass: Licenses of business and business principals have not been suspended or revoked." OR "In Progress: Business license has been suspended in last two years." * Include recommendations if applicable.</p>	<p>* Verify that Service Provider has held business license for three years without revocation or suspension.</p>
III. 5.0 c.	Business location and location management do not have open or unresolved regulatory actions against them from a local, state or federal regulatory agency.		
		<p>* Inspect records to verify that Service Provider does not have any open or unresolved regulatory actions against them from local, state or federal regulator agency.</p> <p>* Note score and reason, e.g., "Pass: Business and management do not have any open regulatory action from state." OR "In Progress: Business has an unresolved regulatory action against it from state." * Include recommendations if applicable.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report (e.g., open or unresolved regulatory actions against them from local, state or federal regulatory agency) and collect all documentation re the ruling from government agency.</p>
III. 5.0 d.	Business or business principal has not filed for bankruptcy in the past three years.		
		<p>* Inspect financial records to verify that business or business principal have not filed for bankruptcy in the last three years.</p> <p>* Note score and reason, e.g., "Pass: Business and principals have not filed for bankruptcy. " OR "In Progress: Business has filed for bankruptcy in last two years." * Include recommendations if applicable.</p>	<p>* Verify that Service Provider has been in business without bankruptcy for the last three years.</p>



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III. 5.0 e.	Business has no unsatisfied liens or outstanding judgments against it.	<ul style="list-style-type: none"> * Inspect records to verify that Service Provider does not have any unsatisfied or outstanding judgments against it. * Note score and reason, e.g., "Pass: Business does not have any outstanding judgments against it." OR "In Progress: Business has an unsatisfied lien to the bank." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has resolved any deficiencies noted in their interim report (e.g., unsatisfied liens or outstanding judgments against it) and collect all documentation regarding the ruling from government agency.
III. 5.0 f.	Business provides a written service guaranty to customers.	<ul style="list-style-type: none"> * Inspect service agreements, website and other communications materials to verify that Service Provider provides a guaranty to customers. In general we recommend a clear, concise and specific guarantee that addresses what the customer's recourse is in event of dissatisfaction (e.g., re-inspect and re-service at no charge and cancellation of services at no penalty). * Include guarantee. * Note score and reason, e.g., "Pass: Business has a clear and concise guarantee that cancels service if customer is unsatisfied." OR "In Progress: Business does not offer a guarantee." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has resolved any deficiencies noted in their interim report (e.g., limited guarantee to a clear, concise sentence that demonstrates what the customer's recourse is in the event of dissatisfaction) and added guarantee to service agreement. Example: "In the event that you are not completely satisfied with our service, we will revisit, re-inspect and attempt to resolve the problem at no additional charge. If we are not able to meet your expectations, you may cancel the remainder of your agreement without penalty."
III. 5.0 g.	Business holds a current general liability policy. List insurer, policy number, overall coverage limit and agency contact information below.	<ul style="list-style-type: none"> * Inspect business records to verify that Service Provider holds a current general liability policy. * List insurer, policy number, overall coverage limit and agency contact information. * Note score and reason, e.g., "Pass: Business holds a liability policy with Insurance Company for \$\$\$." OR "In Progress: Business does not hold a current liability policy." * Include recommendations if applicable. 	<ul style="list-style-type: none"> * Verify that Service Provider has resolved any deficiencies noted in their interim report (e.g., no general liability insurance) and has added the IPM Institute to as an additional insured. * Additional insured information from insurance provider.

PAGE 16		<p>IV. Scored Practices</p> <p>Service provider must earn at least 80% on the score card (page 20). The evaluator will score each of the following items as unsatisfactory (score as 0) or satisfactory (score as 5). Explain any unsatisfactory scores or partial credit. If an item is not applicable, score as N/A and explain.</p> <p>An unsatisfactory score on any item should be addressed in the list of planned improvements (page 21).</p>	<p>Review documents and criteria.</p> <ul style="list-style-type: none"> * Include document if necessary. * Score 0-5, n/a: n/a – Not applicable. 0 – Does not meet criteria. 1 – An attempt, does not adequately address criteria described. 2 – Addresses less than half of description. 3 – Addresses half (or more) of the description. 4 – Meets described criteria. 5 – Goes above and beyond description. * If item is scored as a 3 or below, note why (e.g., what was provided, what was missing). Include recommendations for improvement if applicable. * For scores of 5, note what was exceptional.
IV. 1.0 a.	A written IPM policy states a commitment to IPM implementation. (Attach copy.)	<ul style="list-style-type: none"> * Inspect IPM policy to verify that it addresses commitment to inspection, monitoring, identification, and non-chemical approaches first, chemical approaches after, effective results. * Include copy of IPM plan. * Score one point for a. existing, b. for addressing inspection and monitoring, c. for addressing non-chemical options, d. for addressing chemical options after non-chemical options fail, e. for being clear and current. See Scoring Key below for details. * Note reason for score (e.g., 2: Service Provider has an IPM policy that addresses inspecting and monitoring but at times it stress using non-chemical approaches first and other times chemical use first). * Include recommendations if applicable. <p>SCORING KEY:</p> <ul style="list-style-type: none"> 0 – No policy. 1 – Policy exists, but does not adequately address commitment to IPM. 2 – Policy partially addresses of commitment to IPM (e.g., unclear re using non-chemical approaches before chemicals). 3 – Policy addresses commitment to IPM but needs revision to be more clear and concise. 4 – Policy address description above. 5 – Policy goes beyond description above (e.g., chemical approaches as a last resort, only use least toxic products only after approved by customer). 	<ul style="list-style-type: none"> * Verify that Service Provider has resolved any deficiencies noted in their interim report through development or revision of IPM policy so that it addresses commitment to IPM (e.g., inspection, monitoring, identification, and non-chemical approaches first, chemical approaches only as a last resort, effective results) . * Draft or revisions to IPM policy are provided in interim reports. Verify policy was adopted as is or review adapted version to verify meets criteria to the left. * If Service Provider adopts IPM policy or version similar to draft policy, score it a 5. See scoring to left for scores of 4 or less.

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<p>IV. 1.0 b.</p>	<p>The policy describes overall objectives relating to pest and pesticide toxicity management.</p> <p>* Review IPM policy to verify that it addresses efforts to reduce pesticide toxicity and risk of exposure. * Score one point for: a. reducing pesticide toxicity, b. reducing pesticide exposure, c. addressing effective pest management and d. being clear and current with language. See Scoring Key below for details. * Note reason for score (e.g., 1: IPM policy exists but does not address reduced exposure or reduced toxicity). * Include recommendations if applicable.</p> <p>SCORING KEY: 0 – IPM policy exists but does not address commitment to toxicity reduction and exposure. 1 – IPM policy exists but inadequately addresses commitment to toxicity reduction and exposure. 2 – IPM policy addresses either toxicity or exposure reduction but not both. 3 – IPM policy addresses both toxicity and exposure reduction, with room for improvement in clarity and content. 4 – IPM policy meets described criteria. 5 – IPM policy goes above and beyond description addressing specifically how toxicity and exposure will be reduced and its benefit.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report through development or revision of IPM policy so that it addresses reduced toxicity and exposure. * Draft or revisions to IPM policy are provided in interim reports. Verify policy was adopted as is or review adapted version to verify meets criteria to the left. * If Service Provider adopts IPM policy or version similar to draft policy, score it as a 5. See scoring to left for scores of 4 or less.</p>
<p>IV. 1.0 c.</p>	<p>The policy is used to guide decision-making when operational questions arise.</p>	

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		<p>* Review proposals, training materials, websites, brochures, etc. to see if IPM policy is included. Ask for instances when IPM policy was used to guide decision making..</p> <p>* Provide examples of when IPM policy was used to make decisions and samples of documents with IPM plan included.</p> <p>* Score one point for: a. consulting the policy to make decisions, b. frequently consulting the policy. Up to two points (c. & d.) for each document policy appears in (must be current, e.g., current service agreement, website). One point for e. prominence in documents. See Scoring Key below for details.</p> <p>* Note reason for score (e.g., 3: included on website, but not in service agreement, used once in decision-making).</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Not included in materials, not used in decision making.</p> <p>1 – Included in one infrequently-used document, not used in decision making.</p> <p>2 – Included in less than half of documents, not in a prominent area, used rarely in decision-making.</p> <p>3 – Included in more than half of documents, used in decision making.</p> <p>4 – IPM policy meets described criteria.</p> <p>5 – Included in all documents possible (e.g., training, ad, brochures, proposals, website) and used regularly to in decision-making</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report through add policy to proposal/contract, training program, website, brochures, ads.</p> <p>* If Service Provider adds IPM policy to all suggested materials, score it as a 5. See scoring to left for scores of 4 or less.</p>
<p>IV. 1.0 d.</p>	<p>The policy is reviewed and revised as needed to reflect current conditions.</p>		



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	<p>* Review revisions or older versions of IPM policy. Ask for when and why IPM policy was revised or for procedure/schedule for timeline to review. Verify IPM policy reflects current conditions.</p> <p>* Provide examples of when and why IPM policy was reviewed and revised. Include changes (e.g., additions, removals).</p> <p>* Score a minimum of two points for a.) being reviewed, b.) being revised, c.) reflecting current conditions, with additional points for d.) having a procedure to revise policy regularly, e.) having criteria to review policy. See Scoring Key below for details.</p> <p>* Note reason for score (e.g., 3: fairly current, was reviewed and revised 10 years ago, should add commitment to XXX).</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Policy not current, never reviewed.</p> <p>1 – Policy not current, may have been reviewed.</p> <p>2 – Policy somewhat current, has been reviewed, but not revised.</p> <p>3 – Policy fairly current and has been reviewed and revised.</p> <p>4 – Policy current, has been reviewed and revised.</p> <p>5 – Policy is current, is reviewed and revised regularly, has a schedule/criteria for reviewing and revising.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report through adopting recommended revisions to IPM policy, schedule to review and revise policy, etc.</p> <p>* If Service Provider revises IPM policy and sets up schedule to review in future (e.g., in two years), score it as a 5. See scoring to left for scores of 4 or less.</p>
<p>IV. 1.0 e.</p>	<p>Service provider's written service contract/forms includes entries for inspection report, location/map of problem, accurate identification of problem, pest control products recommended/used with location and quantity, and recommendations for correcting pest-conducive conditions.</p>	

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		<p>* Review service slips include entries a.) for inspection report, b.) location/map of problem, c.) accurate identification of problem, d.) pest control products recommended with location/quantity and e.) recommendations for correcting pest-conducive conditions. Ideally inspection and non-chemical approaches should be listed in top right-hand corner with pesticide products listed in bottom right to reiterate that chemical approaches are a last resort.</p> <p>* Service contract communicates a.) clients' responsibility, b.) non-chemical options, c.) recommendations for correcting pest-conducive conditions, d.) recommendations for pest control products with e.) use location and quantity. Ideally contract also lists add-on services.</p> <p>* Collect sample contracts and service slips.</p> <p>* Score one point for every two items a-e listed above. See Scoring Key below for details.</p> <p>* Note reason for score (i.e., 3: Service contract includes customer responsibility, service form has areas for inspection notes, and identification and location of pest.</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Neither contracts nor forms include the info listed above.</p> <p>1 – Contracts & forms each include one item listed above.</p> <p>2 – Contracts & forms each include two items listed above.</p> <p>3 – Contracts & forms each include three items listed above.</p> <p>4 – Contracts & forms each include four items listed above, including inspection notes, identification of pest, location.</p> <p>5 – Contracts & forms each include all the info above with non-chemical approaches in the top left hand corner and chemical approaches in the bottom right.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report through adopting recommended revisions to service slips and service contracts.</p> <p>* If Service Provider revises both service agreements and service slips, score it as a 5. See scoring to left for scores of 4 or less.</p>
IV. 1.0 f.	Pest-specific fact sheets or other literature are provided to customers to explain pest biology, conducive conditions and preventative measures. List below and attach sample copies.		

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		<p>* Inspect to see if Service Provider has fact sheets for common pests (cockroaches, ants, bed bugs, mice, rats, birds, stinging pests, wood-destroying pests, storage product pests) that describe biology, conducive conditions and preventative measures (e.g., how customer can help address problem). * Verify if Service Provider shares fact sheets with customers to help gain cooperation and to educate on problem and what they can do to help. Ask for specific examples and include in notes. (If fact sheets are used for in-house training of techs or for consulting when operating issues arise, score for item IV. 2.0 d. instead.) * Collect sample fact sheets. * Score one point for each pest fact sheet that a. addresses a different pest, b. explains the pest's biology, c. addresses conducive conditions and d. addresses preventative measures. See Scoring Key below for details. * Note reason for score (i.e., 2: fact sheets for bed bugs, mice and ants, do not explain preventative measures, shared rarely - with one customer in last two years). * Include recommendations if applicable.</p> <p>SCORING KEY: 0 – Does not have fact sheets. 1 – Fact sheets for one pest, explain biology, but not conducive conditions or preventative measures, not shared with customers. 2 – Fact sheets for two pests, explain biology and conducive conditions OR preventative measures, rarely shared with customers. 3 – Fact sheets for three pests, explain biology, conducive conditions AND preventative measures, infrequently shared with customers. 4 – Fact sheets for four pests, explain biology, conducive conditions and preventative measures, frequently shared with customers.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by developing fact sheets for additional pests. Extensions websites at Rutgers, Cornell, Penn State are a good start. * Score one point for each additional pest fact sheet. NOTE: For a score of 4, Service Provider must develop fact sheets for all common pests that includes biology, conducive conditions and preventive measures. For a score of 5, Service Provider must develop fact sheets for all common pests that includes biology, conducive conditions and preventive measures AND create a protocol to share fact sheets with customers to help educate and gain cooperation re improvements in sanitation and maintenance. Consult descriptions to left for details on scoring .</p>
<p>PAGE 17</p>		<p>IV. Scored Practices (continued) 2.0 IPM training and education:</p>	<p>Review documents and criteria. * Include document if necessary. * Score 0-5, n/a: n/a – Not applicable. 0 – Does not meet criteria. 1 – An attempt, does not adequately address criteria described. 2 – Addresses less than half of description. 3 – Addresses half (or more) of the description. 4 – Meets described criteria. 5 – Goes above and beyond description. * If item is scored as a 3 or below, note why (e.g., what was provided, what was missing). Include recommendations for improvement if applicable. * For scores of 5, note what was exceptional.</p>
<p>IV. 2.0 a.</p>	<p>A written IPM training plan includes a schedule/protocol for new staff and for continuing education of existing staff.</p>		

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		<p>* Review training plan for new and existing staff.</p> <p>* New staff: training plan should cover number of days/hours in classroom with topics covered, number of days/hours in field training with topics covered, quality assurance review by management first 3, 6 and 12 months, acquire state applicators license in X months.</p> <p>* Existing staff: training plan should cover schedule/frequency of continuing education training (e.g., monthly, quarterly, annually) with topics covered and schedule for training for re-certification and licensing with topics covered.</p> <p>* NOTE: Trainings do not need to be in-house. Training materials do not need to be provided (except for a score of 5).</p> <p>* Include copy of IPM plan.</p> <p>* Score one point for a.) having a training plan, b.) having a complete plan for new staff, c.) having a complete plan for existing staff, d.) for having all materials for trainings and e.) for covering all information re hours and topics. See Scoring Key below for details.</p> <p>* Note reason for score (e.g., 2: Service Provider has an IPM policy that addresses inspecting and monitoring but at times it stress using non-chemical approaches first and other times chemical use first).</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>n/a - One person operation (i.e., company does not have employees.) Included in score once first employee is hired.</p> <p>0 – No training program or schedule.</p> <p>1 – Training program exists, but does not adequately address training of new or existing technicians.</p> <p>2 – Training plan addresses new or existing techs but not both.</p> <p>3 – Training plan addresses new and existing techs but needs revision to be more clear and concise.</p> <p>4 – Training plan address description above.</p> <p>5 – Training plan in place for existing and new staff including schedule, topics covered and developed training materials.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report through development or revision of IPM training plan with frequency (dates & time commitment) and topics covered. (Trainings do not need to be performed in-house. Training materials do not need to be provided, except for a score of 5.)</p> <p>* Draft or recommendations for revisions to IPM policy may be provided in interim reports. Verify draft or recommendations were adopted and that the plan meets criteria to the left.</p> <p>* If Service Provider adopts IPM policy or version similar to draft policy, score it a 5. See scoring to left for scores of 4 or less.</p>
IV. 2.0 b.	A written record is maintained of trainings attended by all staff including date, location and course title and/or instructor.		

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		<p>* Review training records for new and existing staff. Records for each technician should include date, location and course title and/or instructor.</p> <p>* Include sample of training records.</p> <p>* Score one point for a.) keeping technicians records, b.) for having complete new staff records, c.) for having complete existing staff records, d.) for having a protocol to track records and e.) for having all information re date, location and course title and/or instructor documented. See Scoring Key below for details.</p> <p>* Note reason for score (e.g., 2: Service Provider tracks technician training for majority of technicians. Training missing for employee X and employee Y).</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>n/a - one person operation (i.e., company does not have employees.) Included in score once first employee is hired.</p> <p>0 – No training records kept for technicians.</p> <p>1 – Training records exists but are incomplete for most technicians.</p> <p>2 – Training records complete for half of technicians OR technicians track their own training, but are incomplete.</p> <p>3 – Service Provider maintains complete training records for majority technicians or technicians track their own training which are complete.</p> <p>4 – Training records for new and existing staff are complete with dates, location and course title/instructor.</p> <p>5 – Training records maintained for new and existing staff including dates, location and course title/instructor. Protocols are in place to maintain records and review and revise as necessary so they are current.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report through completing training records (e.g., develop a training log with frequency dates & time commitment and topics covered) for all employees.</p> <p>* If Service Provider fills in training records and creates protocol to maintain them, score item as a 5. See scoring to left for scores of 4 or less.</p>
<p>IV. 2.0 c.</p>	<p>Service Provider and/or principal staff belong to (local), state, regional and/or national trade/professional organizations. List below.</p>		

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		<p>* Review with Service Provider which trade and professional organizations business or principal staff belong to. Trade organizations may include local, state, regional or national pest management associations. Professional organizations may include Chambers of Commerce, hotel and hospitality associations (e.g., restaurant, hotels) or healthcare associations (e.g., hospitals).</p> <p>* List organizations and score one point per organization. Include explanation for score (e.g., "3: Service Provider belongs to PCA of Long Island, NPMA and USGBC/LEED). NOTE: For a score of 5 points, Service Provider must belong to five organizations with at least one organization outside of the pest control industry.</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not belong to any organizations. 1 – Belongs to one organization. 2 – Belongs to two organizations. 3 – Belongs to three organizations. 4 – Belongs to four organizations. 5 – Belongs to five organizations, one of which is outside the trade (e.g., not a pest management association).</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by joining associations or organizations.</p> <p>* Score one additional point for each additional association up to a total of four points.</p> <p>* NOTE: For five points Service Provider must belong to at least five organizations, one of which must be outside the pest management industry. See scoring to left for scores of 4 or less. Better Business Bureau (BBB) counts as a point for trade organization.</p>
<p>IV. 2.0 d.</p>	<p>Pertinent publications are on hand to assist in pest identification, biology, and IPM approaches, including technical bulletins, Extension fact sheets, electronic resources such as bookmarked websites, industry publications, etc. List representative publications below.</p>		

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		<p>* Inspect to see if Service Provider has pertinent publications are on hand to assist in pest identification, biology, and IPM approaches, including technical bulletins, Extension fact sheets, electronic resources such as bookmarked websites, industry publications, etc.</p> <p>* (If fact sheets are shared with customers to help gain cooperation and to educate on problem and what they can do to help, score for item IV. 1.0 f. instead.)</p> <p>* List names of publications. Collect sample fact sheets.</p> <p>* Score one point per publication. For a score of 5, must have all publication listed on p25 of the evaluation form.</p> <p>* Note reason for score (e.g., "3: Service Provider has three pertinent publications, including fact sheets from Penn State, Handbook of Pest Control by Mallis, and technical bulletins from Cornell).</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not have any pertinent publications on hand.</p> <p>1 – Has one pertinent publication on hand.</p> <p>2 – Has two pertinent publications on hand.</p> <p>3 – Has three pertinent publications on hand.</p> <p>4 – Has four pertinent publications on hand, including at least two of the books listed under "References and Resources" on p25 of the evaluation form.</p> <p>5 – Has five or more pertinent publications on hand, including all five books listed under "References and Resources" on p25 of the evaluation form.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by acquiring additional pertinent publications. Extensions websites at Rutgers, Cornell, Penn State have good fact sheet resources.</p> <p>* Score one point for each additional publication.</p> <p>* NOTE: For a score of 4, Service Provider must have at least four publications, two of which must be listed under "References and Resources" on p25 of the evaluation form. For a score of 5, Service Provider must have at least five publications and include all five publications listed under "References and Resources" on p25 of the evaluation form.</p>
<p>IV. 2.0 e.</p>	<p>Location or other company staff have provided formal IPM training/education events to non-company individuals and/or groups within the location's service area, e.g., provided formal training to customer, school, community or professional individuals or groups within the last three years. Formal training includes a scheduled class, seminar or workshop. Informal training, for example instructions given in the course of regular service or problem resolution, does not qualify for this item. List below.</p>		

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		<p>* Verify whether Service Provider or location has provided formal IPM trainings or educational events to non-company individuals or groups. The purpose of this item is to encourage educational outreach in the community (not instructions given to current clients in the course of regular service).</p> <p>* List names and times of events given.</p> <p>* Score one point for each item: a. trainings provided by or located at business; b. trainings provided as outreach to community; c. frequency of trainings, d. regularity of training schedules.)</p> <p>* Note reason for score (e.g., "3: Service Provider presents two to four times per year").</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Has not or does not provide formal IPM trainings to community groups.</p> <p>1 – Has provided formal IPM trainings in the past but rarely. Does not present currently.</p> <p>2 – Has provided formal IPM trainings in the past. Rarely presents.</p> <p>3 – Provides formal IPM trainings fairly frequently (e.g., one presentation every three to six months) without a regular presentation schedule.</p> <p>4 – Provides formal IPM trainings regularly (e.g., one presentation every two months) without a regular presentation schedule.</p> <p>5 – Regularly provides formal IPM trainings with a formal presentation schedule for year set up (e.g., monthly, bimonthly, etc.).</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by creating a presentation schedule. See criteria to left for details on scoring.</p> <p>* NOTE: This is a difficult item to receive full points. The interim report will usually identify working towards other items before this one. Only Service Providers with advanced knowledge and practice will be encouraged to work for these points.</p>
<p>PAGE 18</p>		<p>IV. Scored Practices (continued)</p> <p>3.0 Non-traditional pest management services:</p>	<p>Review documents and criteria.</p> <p>* Include document if necessary.</p> <p>* Score 0-5, n/a:</p> <p>n/a – Not applicable.</p> <p>0 – Does not meet criteria.</p> <p>1 – An attempt, does not adequately address criteria described.</p> <p>2 – Addresses less than half of description.</p> <p>3 – Addresses half (or more) of the description.</p> <p>4 – Meets described criteria.</p> <p>5 – Goes above and beyond description.</p> <p>* If item is scored as a 3 or below, note why (e.g., what was provided, what was missing). Include recommendations for improvement if applicable.</p> <p>* For scores of 5, note what was exceptional.</p>

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<p>IV. 3.0 a.</p>	<p>Services offered include minor structural repairs (e.g., sealing cracks and crevices, installing door sweeps). List below.</p>	<p>* Review with Service Provider structural repair services offered: 1.) painting inspection aisles on storeroom floors; 2.) installing/repairing door sweeps, window and vent screens, chimney caps, gutters and downspouts; 3.) repairing wood-destroying pest damage; 4.) pest control during construction projects; 5.) review of architectural designs for pest-conducive features; 6.) post-construction inspection and 7.) annual, facility-wide preventive inspection. * List services and extent to which they are offered. NOTE: Sealing cracks and crevices and performing pest exclusion do not count as add-on services. * Use Scoring Key below to determine score. * Note reason for score (e.g., "2: Service Provider provides repairing wood-destroying pest damage regularly. Occasionally provides pest control during construction projects.) * Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not provide structural repair services. 1 – Provides one structural repair services. 2 – Provides two or three structural repair services. 3 – Provides four or five structural repair services. 4 – Provides six or seven structural repair services. 5 – Provides at least eight structural repair services.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by offering additional services. NOTE: See criteria to left for details on scoring. . * Score .5 point per additional service. Does not need to provide the new services right away or list them on service contract or in advertising. Will need to work towards those goals and offer proof on re-evaluation (e.g., provide service slips that document services, or advertisements or service slips that list the new add-on services). * NOTE: This is a difficult item to receive full points as there are eight services to offer, all of which require some sort of training. Only services Service Provider feels competent providing should be offered. Sealing cracks and crevices must be offered but does not count towards points. The interim report will list services in order of easiest to most difficult.</p>
<p>IV. 3.0 b.</p>	<p>Services offered include recommended non-routine sanitation measures (e.g., moving and cleaning behind appliances, cleaning gutters, removing vegetation too close to building). List below.</p>		

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		<p>* Review with Service Provider non-routine sanitation services offered: 1.) cleaning and maintaining floor drains, sink drains and outdoor drains and catch basins; 2.) removing clutter from attics, basements and garages; 3.) moving firewood pile away from house; 4.) raking mulch and debris away from foundations; 5.) cleaning gutters, elevator pits and trash chutes; 6.) moving and cleaning behind appliances; 7.) trimming vegetation; 8.) annual, facility-wide preventive inspection.</p> <p>* Use Scoring Key below to determine score.</p> <p>* List services and extent to which they are offered (e.g., "2: Service Provider provides three services: cleaning floor drains, raking mulch away from foundations and trimming vegetation, performs these services regularly. OR "1: Service Provider provides drain cleaning infrequently.)</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not provide non-routine sanitation services. 1 – Provides one non-routine sanitation services. 2 – Provides two or three non-routine sanitation services. 3 – Provides four or five non-routine sanitation services. 4 – Provides six or seven non-routine sanitation services. 5 – Provides at least eight non-routine sanitation services.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by offering additional services. NOTE: See criteria to left for details on scoring. .</p> <p>* Score .5 point per additional service. Does not need to provide the new services right away or list them on service contract or in advertising. Will need to work towards those goals and offer proof on re-evaluation (e.g., provide service slips that document services, or advertisements or service slips that list the new add-on services).</p> <p>* NOTE: This is a difficult item to receive full points as there are eight services to offer, all of which require some sort of training. Only services Service Provider feels competent providing should be offered. Sealing cracks and crevices must be offered but does not count towards points. The interim report will list services in order of easiest to most difficult.</p>
<p>IV. 4.0 a.</p>	<p>Complete, legible records of each pesticide application, including product, quantity used, date and time of application, location, application method and target pests are maintained for at least three years for each account.</p>		



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		<p>* Review pesticide application records to verify that all accounts: a. are complete for all accounts, b.all info, e.g., include product, quantity used, date and time of application, location, application method and target pests, c. are legible, d. are maintained for three years. (May be legal requirement.)</p> <p>* Score one point for a, c and d. Score two points for b. See Scoring Key below for examples.</p> <p>* Note reason for score (e.g., "3: Service Provider pesticide application records are maintained for all accounts for three years, however many are missing date, time and location of pesticide application. Some records are illegible.").</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not maintain pesticide application records.</p> <p>1 – Pesticide application records exist but are incomplete (not for all accounts, not with all info), illegible and are not maintained for three years.</p> <p>2 – Pesticide application records exist but partially complete (e.g., for all accounts but not with all info), mostly legible and maintained for at least one year.</p> <p>3 – Pesticide application records are mostly complete (e.g., for all accounts but not with all info), legible and maintained for at least two years.</p> <p>4 – Pesticide application records are complete for all accounts with all info, legible and maintained for at least three years.</p> <p>5 – Pesticide application records are complete for all accounts with all info, legible and maintained for at least three years for each account.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by improving records or developing a protocol for addressing records (e.g., training re legibility/ completeness, check up regularly - 3, 6, 9, 12 months, retrain those still having problems, reprimand if not followed).</p> <p>* Score one point for each area of improvement: a.) are complete for all accounts, b.) are legible, c.) are maintained for three years. Score two points for improvements in d.) all info, e.g., include product, quantity used, date and time of application, location, application method and target pests. See scoring criteria to left for details.</p>
IV. 4.0 b.	Service provider maintains file of MSDS sheets and product labels for all pesticide products used.		



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		<p>* Review records to verify that there are MSDS and labels for all products used. (May be legal requirement.)</p> <p>* See Scoring Key below for examples.</p> <p>* Note reason for score (e.g., "2: Service Provider has many MSDS and labels. Missing MSDS for products X, Y, Z. Missing labels for product W. Product U MSDS and label are not current).</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Has less than 25% of MSDS sheets and labels for all pesticide products used.</p> <p>1 – Has 25-50% of MSDS and labels. Many are missing and/or not current.</p> <p>2 – Has 50-75% of MSDS and labels. Some are missing and/or not current.</p> <p>3 – Has 75-99% of MSDS and labels. A few are missing and/or not current.</p> <p>4 – Has all MSDS sheets and all labels for all pesticide products used. All documents are current.</p> <p>5 – Has all MSDS sheets and all labels for all pesticide products used. All are current. A protocol to update and review MSDS and labels is in place and performed at regularly scheduled intervals.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by obtaining missing or updating old MSDS sheets and labels for all pesticide products used. Service Provider must set up procedure to keep MSDS and labels current (e.g., add new and remove old products and labels as enter and exit inventory, annual review of products and labels).</p> <p>* See scoring criteria to left for details.</p>
IV. 4.0 c.	Written correspondence between the customer and the business, including complaints and service requests, is kept for at least three years for each account.		

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		<p>* Review customer correspondence records to verify that they are complete for all accounts, b. with complaints and service requests, and c. are maintained for three years. (May be legal requirement.)</p> <p>* Score ~1.67 points for each sub-item (a., b., c.) above; use closest whole number. See Scoring Key below for examples.</p> <p>* Note reason for score (e.g., "3: Service Provider customer correspondence records are mostly complete (e.g., for all accounts. Account A, B and C are missing complaints. Account D is missing service requests. Records are maintained for three years.)</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not keep record of customer correspondence.</p> <p>1 – Customer correspondence records exist but are very incomplete (e.g., not for all accounts, not with complaints or service requests and not kept for three years).</p> <p>2 – Customer correspondence records exist but are only partially complete (e.g., for all accounts, not with complaints or service requests and maintained for at least one year.</p> <p>3 – Customer correspondence records are mostly complete (e.g., for all accounts but not with all info) and maintained for at least two years.</p> <p>4 – Customer correspondence records are complete for all accounts with all info and maintained for at least three years.</p> <p>5 – Customer correspondence records are complete for all accounts with all info and maintained for at least three years for each account.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by setting up procedure to improve customer correspondence records. May also re-train, develop consequences for failure and/or quality assurance follow up by managers.</p> <p>* See scoring criteria to left for details.</p>
IV. 4.0 d.	Service provider tracks customer feedback through comment cards, surveys or other devices.		

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		<p>* Review customer feedback materials and procedures. Materials may be notes sent by mail/email, leave-behind surveys, or comment cards attached to invoices. May also be phone surveys. Procedures define who? does what? and when (e.g., Technicians leave comment cards every year. Manager call six months after).</p> <p>* Score one point for: a. every item used to collect customer comments, b. for having a protocol and c. or collecting feedback regularly. See Scoring Key below for examples.</p> <p>* Note reason for score (e.g., "3: Service Provider customer correspondence records are mostly complete (e.g., for all accounts. Account A, B and C are missing complaints. Account D is missing service requests. Records are maintained for three years.)</p> <p>* Include recommendations if applicable.</p> <p>SCORING KEY:</p> <p>0 – Does not collect customer feedback.</p> <p>1 – Customer feedback system exists but rarely used. Is not consistent in format or schedule.</p> <p>2 – Offers customer opportunity to provide feedback on one written communication (e.g., service slip, invoice, flier offers). Collects feedback infrequently.</p> <p>3 – Offers customer opportunity to provide feedback on some written communications (e.g., service slip, invoice, flier offers). Does not follow a schedule for collecting feedback and therefore it may be set out irregularly.</p> <p>4 – Offers customer opportunity to provide feedback on most written communication (e.g., service slip, invoice, flier offers). May have a schedule to regularly collect feedback.</p> <p>5 – Offers customer opportunity to provide feedback with every written communication (e.g., service slip, invoice, flier offers). Has a set schedule and protocol for collecting (and responding) to feedback.</p>	<p>* Verify that Service Provider has resolved any deficiencies noted in their interim report by setting up procedure to collect customer correspondence feedback. May also include re-training, developing consequences for failure and/or quality assurance follow up by managers.</p> <p>* See scoring criteria to left for details.</p>

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PAGE 19		V. EVALUATION CHECKLIST The evaluator must visually evaluate the following items to verify compliance. Check the following or indicate as not applicable (N/A). Page numbers in brackets refer to page(s) where item is referenced.	Verify
V. a.	Business license. [5]		
V. b.	Pesticide applicator's licenses/certificates for principals and lead staff. [5, 8]		
V. c.	Employee Right-to-Know posting. [8]		
V. d.	Sample pesticide application posting notice. [8]		
V. e.	Pesticide application records [13]. Spot check from application records for past year. Verify that all pesticide products are listed on page 13 and that applications are made only after verified, accurately diagnosed pest problems.		
V. f.	MSDS sheets for pesticide products used. [10]		
V. g.	Pesticide labels for products used. [10]		
V. h.	Pesticide storage facility (ies) [14] Verify all items in stock are included in report.		
V. i.	Company vehicles [13] (spot check one to several vehicles). Verify all pesticide products stored on vehicles are listed on page 13.		
V. j.	Liability insurance policy records. [15]		
V. k.	IPM policy. [16]		
V. l.	IPM training plan. [17]		
V. m.	IPM training records. [17]		
V. n.	IPM references [17] including technical bulletins, Extension fact sheets, industry publications and electronic resources such as bookmarked websites.		



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V. o.	<p>Customer account records. Spot check at least five customer files for compliance with required and scored practices. Check customer feedback file if a separate file exists.</p>		
V. p.	<p>Customer accounts. Spot check at least one commercial account, on-site, for compliance with required and scored practices. If Service Provider does not service commercial accounts, spot check at least two residential accounts.</p>		