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**PROGRAM GUIDE & EVALUATION FOR  
PEST MANAGEMENT PROFESSIONAL SERVICES  
AND SERVICE PROVIDERS**

**Version 1.4**

**May 31, 2007**



*Pest control. Peace of mind.*

**GREEN SHIELD CERTIFICATION® for  
STRUCTURAL PEST MANAGEMENT  
SERVICES**

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## Guiding Principles

These principles form the basis for the GREEN SHIELD CERTIFIED program. Evaluations for professionals, organizations, products and services are designed to assess compliance with these principles.

**Knowledge.** GREEN SHIELD CERTIFIED participants understand IPM principles and practices. They can identify important pests and describe life cycles, habits and conditions that affect populations.

**Monitoring and inspection.** GREEN SHIELD CERTIFIED participants use monitoring and inspection to stay fully informed about pest populations and conditions that can lead to pest problems.

**Action only when necessary.** GREEN SHIELD CERTIFIED participants supplement their experience with monitoring and inspection to determine when to act against pests. Routine application of pesticides is not IPM.

**Documented performance.** GREEN SHIELD CERTIFIED participants record monitoring and inspection results. They document their performance and justify pesticide applications.

**Least-toxic options.** GREEN SHIELD CERTIFIED participants use non-chemical approaches as the first line of defense against pests. GREEN SHIELD CERTIFIED participants evaluate all pest management options for hazards to health, the environment and beneficial organisms.

**Effective pest management.** GREEN SHIELD CERTIFIED participants solve pest problems including insects, weeds, vertebrates and microbes with effective, long-term strategies. Structural design and maintenance issues that contribute to pest problems are addressed, where appropriate.

**Continuous improvement.** GREEN SHIELD CERTIFIED participants prepare for changes in pests and IPM techniques, recognizing that improvement involves staying abreast of new technologies and concepts.

**Communication and outreach.** GREEN SHIELD CERTIFIED participants communicate the IPM approach to others. They abide by posting and notification requirements for pesticide applications.

**Reduction in health and environmental hazard** is the bottom line. High priority hazards are identified and targeted for reduction.

*GREEN SHIELD CERTIFICATION is available for professionals, organizations and pest management products and services. For more information, contact the IPM Institute or visit [www.ipminstitute.org](http://www.ipminstitute.org).*

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## GREEN SHIELD CERTIFIED Program Guide: Structural Pest Management Services

Structural pest management service providers may certify their entire business or a specific service offering, for example, an IPM service offered to sensitive or receptive accounts.

To become a GREEN SHIELD CERTIFIED service provider, you must:

- Step 1.** Contact the IPM Institute to schedule an evaluation that will be conducted on-site at your office using this evaluation form.
- Step 2.** Pay the certification fee and undergo the on-site evaluation. Your post-evaluation report from the IPM Institute will identify any improvements required prior to certification.

Certification is effective for three years and must be renewed at that time.

Your certification fee supports continuing operation of this program and provides:

1. A certificate suitable for framing (and duplication for use in multiple offices within a certified company). A wall plaque and additional pre-printed certificates may be ordered for an additional charge. The GREEN SHIELD CERTIFIED logo will also be available for your use on company documents.
2. A summary of the program and your company's achievement for posting on the IPM Institute website and for your use with local media, staff and others in your community.
3. Certification by the IPM Institute for three years, a profile of your company on the IPM Institute web site and a subscription to the IPM Institute newsletter.

### Scoring by the Evaluator

First, the evaluator will verify that the minimum requirements (pass/in progress) items are met. Next, the evaluator will score each IPM practice in the scored practices according to the following point system:

- N/A = Not applicable.
- 0 = Practice(s) not in place.
- 1 = Minimally in place and barely meets description.
- 2 = Meets less than half of description.
- 3 = Meets more than half of description.
- 4 = In place as described.
- 5 = Exceeds description.

The evaluator will note the justification for the score, information of special interest and elements that do not apply (N/A) on the evaluation form or in a separate document. Sample documents, including service report forms, must be attached for review. After completing the evaluation, the evaluator will tally the points earned. For a passing score, all minimum requirements must be met and a minimum of 80% must be attained for the scored practices section.

## Confidential Evaluation Form

### I. Service Provider Information

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 (i.e., office with separate staff, inventory, etc.) must be evaluated separately.**

Evaluation for: \_\_\_\_\_  
(service provider business name)

Applying for (circle one): Entire Company    Service (see requirements, page 6)

Business license no(s)/state(s): \_\_\_\_\_

Evaluation location (street address): \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Service provider representative(s) and any others present for evaluation:

Name, title: \_\_\_\_\_

Certifications/licenses (agency/category/no./exp date): \_\_\_\_\_

\_\_\_\_\_

Name, title: \_\_\_\_\_

Certifications/licenses (agency/category/no./exp date): \_\_\_\_\_

\_\_\_\_\_

Name, title: \_\_\_\_\_

Certifications/licenses (agency/category/no./exp date): \_\_\_\_\_

\_\_\_\_\_

Employees (attach existing list or additional pages as needed to list all employees)

Name, title: \_\_\_\_\_

Certifications/licenses (agency/category/no./exp date): \_\_\_\_\_

\_\_\_\_\_

Name, title: \_\_\_\_\_

Certifications/licenses (agency/category/no./exp date): \_\_\_\_\_

\_\_\_\_\_

**I. Service Provider Information (continued)**

Service Provider Profile: The evaluation report will include a narrative profile of the service provider to be published on the IPM Institute website once certification is achieved. Service provider will have an opportunity to review and revise the profile before publication.

a. Number of locations:

b. Number of employees:

c. When was business founded?

d. Founder name(s):

e. Geographic location(s) (e.g., counties) served:

f. Market segments, types of service(s) offered (check all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> residential            | <input type="checkbox"/> general pest         |
| <input type="checkbox"/> commercial             | <input type="checkbox"/> termites             |
| <input type="checkbox"/> schools                | <input type="checkbox"/> carpenter ants       |
| <input type="checkbox"/> childcare facilities   | <input type="checkbox"/> birds                |
| <input type="checkbox"/> hospitals              | <input type="checkbox"/> wildlife/vertebrates |
| <input type="checkbox"/> nursing homes          | <input type="checkbox"/> mold remediation     |
| <input type="checkbox"/> restaurants            | <input type="checkbox"/> bed bugs             |
| <input type="checkbox"/> hotels/motels          | <input type="checkbox"/> mosquitoes           |
| <input type="checkbox"/> places of worship      | <input type="checkbox"/> carpentry services   |
| <input type="checkbox"/> military installations | <input type="checkbox"/> other (describe):    |
| <input type="checkbox"/> other (describe):      |   |

*A separate evaluation is used for GREEN SHIELD CERTIFIED Landscape Professional Services (weed control, etc.) is under development.*

g. When was the IPM program initiated?

h. Why was the IPM program initiated?

i. Why is IPM important to the service provider?

## 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.

If the Service Provider is applying for certification limited to a specific service offering, score the following as Pass (P) or Fail (F). Any items rated as Fail must be resolved prior to offering the certified service.

- PASS FAIL** 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.
- PASS FAIL** b. The Service Provider must undergo an on-site evaluation by the IPM Institute and must meet all minimum legal requirements (page 7), pesticide safety requirements (page 13) and business practice requirements (page 14) for the entire company. The service to be certified must be in conformance with the remainder of the GREEN SHIELD CERTIFIED standards.
- PASS FAIL** c. 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.
- PASS FAIL** d. 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 not sell or deliver the GREEN SHIELD CERTIFIED SERVICE. A written training log including curriculum, dates and attendees must be maintained.
- PASS FAIL** e. 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.

### Notes:

### III. Minimum Requirements for Certification

To become an GREEN SHIELD CERTIFIED service provider or to offer an 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.

1.0 Service provider meets legal requirements:

**PASS FAIL** a. For pesticide applicator training, licensing and certification.

**PASS FAIL** b. For pesticide applicator safety and employee right to know.

**PASS FAIL** c. For posting and notification of pesticide applications.

**PASS FAIL** d. For pesticide application record keeping.

**PASS FAIL** e. For identification of service vehicles and employees.

**PASS FAIL** f. For any specific environments serviced (e.g., schools, list below).

**PASS FAIL** g. For truth in advertising, i.e., provider meets advertised claims.

**Notes:**



**III. Minimum Requirements (continued)**

2.0 Inspection, monitoring, sanitation and exclusion are the primary pest management strategies. The evaluator will examine inspection reports, monitoring and pesticide application records to verify.

**PASS FAIL** a. 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).

**PASS FAIL** b. 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.

**PASS FAIL** c. Monitors are used where appropriate and results reported to the customer and/or occupants verbally and in writing.

**PASS FAIL** d. Existing pest problems (e.g., pest species, extent of infestation) are identified and presented to the customer and/or occupants verbally and in writing.

**PASS FAIL** e. Recommendations to correct pest-conducive conditions are made verbally and in writing (i.e., inspection report).

**PASS FAIL** f. Service provider and management staff can identify key pests, and key pest symptoms, life cycles and IPM strategies for management.

**Notes:**

**III. Minimum Requirements (continued)**

3.0 Service provider uses least-toxic pesticides as per the following criteria. Anti-microbials are exempt from these criteria.

- PASS FAIL** a. Pesticide applications are made only after detection of a verifiable pest problem and accurate identification of the pest.
- PASS FAIL** b. Applications are not made on a routine or regularly scheduled basis (i.e., weekly, monthly applications are not made).
- PASS FAIL** c. 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.
- PASS FAIL** 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, etc.) are not used.
- PASS FAIL** 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.
- PASS FAIL** f. 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
- PASS FAIL** g. Rodenticides, if used, are:
- i) placed in areas inaccessible or off-limits to children; **or, if not, they are:**
  - ii) placed in a locked, distinctively marked, tamper-resistant container designed specifically for holding baits and constructed of metal or plastic and securely attached to floors, walls, etc. such that the container cannot be picked up and moved; **and**
  - iii) placed in the baffle-protected feeding chamber of the bait container and not in the runway; **and**
  - iv) parafinized or weatherproofed if used in wet areas ; **and**
  - v) not used outdoors unless baits/bait containers are inaccessible to children (e.g., baits placed in burrow and burrow closed up after baiting, bait stations placed on building roofs or other inaccessible areas).

**Notes:**

### III. Minimum Requirements (continued)

#### 3.0 Least-toxic pesticides (continued)

NOTE: For help in evaluating pesticides against the following criteria, contact the IPM Institute.

- |             |             |  |
|-------------|-------------|--|
| <b>PASS</b> | <b>FAIL</b> | g. 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. |
| <b>PASS</b> | <b>FAIL</b> | h. 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.   |
| <b>PASS</b> | <b>FAIL</b> | i. No pesticides with ingredients classified as reproductive or developmental toxins by US EPA or the California Proposition 65 List are used.   |
| <b>PASS</b> | <b>FAIL</b> | j. No pesticides with ingredients classified as known, probable or suspected endocrine disruptor by US EPA or the European Union are used.   |
| <b>PASS</b> | <b>FAIL</b> | k. No pesticides containing cholinesterase inhibitors, or with ingredients listed as neurotoxins on US EPA Toxics Reduction Inventory are used.  |

**STANDING EXCEPTIONS:** IPM requires effective pest control using least-toxic options. The following active ingredients do not meet the above criteria as noted below and may be used for the target pest(s) listed under the following conditions:

- **abamectin, avermectin: cockroaches, ants** (developmental toxin, US EPA)
- **deltamethrin: bed bugs** (surface spray, acute aquatic toxicity)
- **fipronil: cockroaches, ants** (possible carcinogen, US EPA)
- **hydramethylnon: cockroaches, ants** (possible carcinogen, US EPA; reproductive/development toxin, State of California)
- Product containing these ingredients must carry a CAUTION label. DANGER or WARNING-labeled pesticides containing these ingredients may not be used.
- Product must be applied in such a way as to greatly reduce exposure hazard, 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; as a crack and crevice treatment where the pesticide is not visible or readily accessible after application, or as an application directly to an insect nest that is posted after application if an accessible area.
- Products containing these additional active ingredients may only be used if any additional active ingredients meet the criteria above.
- In addition, products containing the following active ingredients may be applied to exposed surfaces for wood-destroying pests:
  - **boric acid, disodium octaborate tetrahydrate, orthoboric acid**

Standing exceptions to the criteria are maintained by the GREEN SHIELD CERTIFIED Technical Advisory Committee.

**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.

**Notes:**

**III. Minimum Requirements (continued)****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.

**List pesticide trade name and EPA Registration Number from label:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_
16. \_\_\_\_\_
17. \_\_\_\_\_
18. \_\_\_\_\_
19. \_\_\_\_\_
20. \_\_\_\_\_
21. \_\_\_\_\_
22. \_\_\_\_\_
23. \_\_\_\_\_
24. \_\_\_\_\_
25. \_\_\_\_\_

(Attach additional pages as needed, or attach a separate existing list if available)

**III. Minimum Requirements (continued)**

## 4.0 Pesticide safety

- |             |             |  |
|-------------|-------------|--|
| <b>PASS</b> | <b>FAIL</b> | a. Used pesticide containers are properly disposed of.   |
| <b>PASS</b> | <b>FAIL</b> | b. Pesticides are stored only in original containers.  |
| <b>PASS</b> | <b>FAIL</b> | c. Proper personal protective equipment (e.g., respirators, gloves, etc.) is available, in good condition and used when appropriate by handlers and applicators.   |
| <b>PASS</b> | <b>FAIL</b> | d. Pesticide mixing facilities are adequate to prevent backflow and respond effectively to spills.   |
| <b>PASS</b> | <b>FAIL</b> | e. Pesticide emergency response equipment (e.g., eyewash station, spill response kit, emergency shower) is adequate for the pesticides used.   |
| <b>PASS</b> | <b>FAIL</b> | f. A written emergency response plan is in place.  |
| <b>PASS</b> | <b>FAIL</b> | g. 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.          |
| <b>PASS</b> | <b>FAIL</b> | h. 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. |

**Notes:**

**III. Minimum Requirements (continued)**

## 5.0 Service provider business practices and stability.

- |             |             |  |
|-------------|-------------|--|
| <b>PASS</b> | <b>FAIL</b> | 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. |
| <b>PASS</b> | <b>FAIL</b> | b. Business license and business's principal's (owner, manager) to operate have not been suspended or revoked during the previous three years.   |
| <b>PASS</b> | <b>FAIL</b> | c. Business location and location management do not have open or unresolved regulatory actions against them from a local, state or federal regulatory agency.  |
| <b>PASS</b> | <b>FAIL</b> | d. Business or business principal has not filed for bankruptcy in the past three years.  |
| <b>PASS</b> | <b>FAIL</b> | e. Business has no unsatisfied liens or outstanding judgments against it.  |
| <b>PASS</b> | <b>FAIL</b> | f. Business provides a written service guaranty to customers.  |
| <b>PASS</b> | <b>FAIL</b> | g. Business holds a current general liability policy. <b>List insurer, policy number, overall coverage limit and agency contact information below.</b>   |

**Notes:**

#### IV. Scored Practices

Service provider must earn at least 80% on the score card (page 19). 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. **An unsatisfactory score on any item should be addressed in the list of planned improvements (page 20).**

- 1.0 Service provider commits to an IPM program in writing:
- \_\_\_ a. A written IPM policy states a commitment to IPM implementation. (Attach copy.)
  - \_\_\_ b. The policy describes overall objectives relating to pest and pesticide toxicity management.
  - \_\_\_ c. The policy is used to guide decision-making when operational questions arise.
  - \_\_\_ d. The policy is reviewed and revised as needed to reflect current conditions.
  - \_\_\_ e. 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.
  - \_\_\_ 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.**

**Attach an example copy of the service provider's contract to this evaluation form.**

**Notes:**

\_\_\_ **TOTAL POINTS EARNED PAGE 16**



**IV. Scored Practices (continued)**

## 2.0 IPM training and education:

- \_\_\_\_\_ a. A written IPM training plan includes a schedule/protocol for new staff and for continuing education of existing staff.
- \_\_\_\_\_ b. A written record is maintained of trainings attended by all staff including date, location and course title and/or instructor.
- \_\_\_\_\_ c. Service Provider and/or principal staff belong to state, regional and/or national trade/professional organizations. **List below.**
- \_\_\_\_\_ d. 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.**
- \_\_\_\_\_ e. 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.**

**Notes:**

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\_\_\_\_\_ **TOTAL POINTS EARNED PAGE 17**

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**IV. Scored Practices (continued)**

## 3.0 Non-traditional pest management services:

- \_\_\_ a. Services offered include minor structural repairs (e.g., sealing cracks and crevices, installing door sweeps). **List below.**
- \_\_\_ b. 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.**

**Notes:**

## 4.0 Record keeping and evaluation:

- \_\_\_ a. 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.
- \_\_\_ b. Service provider maintains file of MSDS sheets and product labels for all pesticide products used.
- \_\_\_ c. Written correspondence between the customer and the business, including complaints and service requests, is kept for at least three years for each account.
- \_\_\_ d. Service provider tracks customer feedback through comment cards, surveys or other devices.

**Notes:**

\_\_\_ **TOTAL POINTS EARNED PAGE 18**

## 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.

- \_\_\_ a. Business license. [5]
- \_\_\_ b. Pesticide applicator's licenses/certificates for principals and lead staff. [5, 8]
- \_\_\_ c. Employee Right-to-Know posting. [8]
- \_\_\_ d. Sample pesticide application posting notice. [8]
- \_\_\_ e. Pesticide application records. 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. [8, 13, 10]
- \_\_\_ f. MSDS sheets for pesticide products used. [10]
- \_\_\_ g. Pesticide labels for products used. [10]
- \_\_\_ h. Pesticide storage facility (ies). [14] Verify all items in stock are listed on page 13.
- \_\_\_ i. Company vehicles (spot check one to several vehicles). [14] Verify all pesticide products stored on vehicles are listed on page 13.
- \_\_\_ j. Liability insurance policy records. [15]
- \_\_\_ k. IPM policy. [16]
- \_\_\_ l. IPM training plan. [17]
- \_\_\_ m. IPM training records. [17]
- \_\_\_ n. IPM references including technical bulletins, Extension fact sheets, industry publications and electronic resources such as bookmarked websites. [17]
- \_\_\_ o. 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. 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.

### Notes:

**VI. IPM Practice Scorecard**

Enter points earned for each page:

	Column 1: Total Points Earned
Page 16:	
Page 17:	
Page 18:	
Subtotal:	A.
Total Points Available:	B. 85
Percent score* (divide sub-total A by B):	

\*Subtract five points from B for each item designated as not applicable (NA), if any, prior to calculating percent score.

**Scoring Key:**

**All minimum requirements scored as “Pass” plus 80% to 100% on scorecard = GREEN SHIELD CERTIFIED.** Pending final approval by the IPM Institute, service provider may promote and offer all of its services (GREEN SHIELD CERTIFIED Service Provider) or its designated and evaluated service (GREEN SHIELD CERTIFIED Service, see page 6) as GREEN SHIELD CERTIFIED Certified to its customers.

**Failing score on any minimum requirement or <80% on scorecard = IPM in Progress.** To offer GREEN SHIELD CERTIFIED Services, service provider must correct any failed requirements and implement additional IPM practices listed in the required improvements section to raise their score above 79%. Required improvements will be addressed in the evaluation report provided by the IPM Institute.

**Additional evaluation notes** (attach additional pages as needed):

## **VII. Planned Improvements**

List IPM program improvement(s) planned for the next three years. (At least one improvement is required. Attach additional pages if necessary.)

**Past planned improvements (for re-evaluations):**

**Completed planned improvements (for re-evaluations):**

**Future planned improvements (for new and re-evaluations):**

**VIII. Evaluator Statement**

I evaluated the service provided by \_\_\_\_\_ (business name) on the  
\_\_\_ day of \_\_\_\_\_ (month), 20\_\_ (year).

The business achieved the score noted above.

Evaluator Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Address: \_\_\_\_\_ 4510 Regent Street \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Madison, WI 53705 \_\_\_\_\_

Phone: (608)232-1410 \_\_\_\_\_ E-mail: \_\_\_\_\_ cseifert@ipminstitute.org \_\_\_\_\_

Attachments:

- Service Providers IPM Service Contract (required)
- Service Provider written IPM policy (recommended)
- Other, e.g., employee list, pesticide product list, additional notes, etc., describe:

**Additional evaluator notes:**

**IX. Service Provider Statement**

The information provided for this evaluation is accurate and complete. If approved, I (we) agree to deliver certified services only in accordance to the practice standards in this evaluation.

I (we) agree that the certification period is for one year only and must be renewed annually by submitting the GREEN SHIELD CERTIFIED annual update form and certification fee. An announced, scheduled on-site renewal evaluation is required every three years by an IPM Institute-approved evaluator.

Access to facilities and records must be made available for evaluation at any time during the certification period with reasonable notice. Certification may be revoked at any time. Certification standards are subject to change at the sole discretion of the IPM Institute.

I (we) understand that GREEN SHIELD CERTIFICATION is not transferable in the event of change of ownership. I (we) agree to inform the IPM Institute within 30 days in the event of any change in our designated contact person for the program, bankruptcy or revocation or suspension of business licenses or certifications.

I (we) agree to provide all GREEN SHIELD CERTIFIED customers with a written statement explaining the GREEN SHIELD CERTIFIED program and options for providing feedback directly to the IPM Institute, using text provided by the IPM Institute.

I (we) understand that performing structural pest management services involves a certain degree of risk that could result in injury, death or loss or damage to person or property. After carefully considering the risk involved, and in view of the fact that the IPM Institute of North America, Inc. is a not-for-profit organization, I (we) hereby release, hold-harmless and waive all claims associated with this activity which may be made against me (us) or that I (we) may have against the IPM Institute of North America, Inc., its employees, officers, directors, agents, volunteers and members. I (we) furthermore agree to name the IPM Institute of North America, Inc. as an additional insured on our liability insurance policy.

Authorized Representative(s):

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ E- mail: \_\_\_\_\_

Designated GREEN SHIELD CERTIFIED contact if different from above:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ E- mail: \_\_\_\_\_

**Additional evaluator notes or service provider comments, if any** (attach additional pages as needed):



## X. References and Resources

You are encouraged to use the following which influenced the development of GREEN SHIELD CERTIFIED:

Bio-Integral Resource Center, 2003. Directory of Least-Toxic Pest Control Products. *The IPM Practitioner* 24: (11/12) 1-52. List of least-toxic controls by target pest, including insect, plant disease, weed and vertebrate pests; list of suppliers with contact information. Available from BIRC, PO Box 7414, Berkeley, CA 94707. (510) 524-2567, FAX (510) 524-1758, E-mail [birc@igc.org](mailto:birc@igc.org)

Green, T.A., ed., 2003. *IPM Standards for Schools*, 3<sup>rd</sup> Edition. 147 pp. Comprehensive guide to IPM practices and resources for schools and other sensitive environments. Available at <http://www.ipminstitute.org/school.htm>

Greene, A., US General Services Agency, 1999. *Contract Guide Specifications for Integrated Pest Management Programs in Government Buildings and Schools*. 7 pp. Suggested guidelines for use when contracting with a pest management professional for services, including inspection, IPM plan, use of pesticides, and record keeping. Available at [http://schoolipm.ifas.ufl.edu/admn\\_con.htm](http://schoolipm.ifas.ufl.edu/admn_con.htm)

Hollingsworth, C.S., ed., 2000. *Integrated Pest Management Guidelines for Structural Pests: Model Guidelines for Training and Implementation*. 58 pp. Describes practices that should be used by professional pest control practitioners who wish to be identified as IPM practitioners. Available from Extension Bookstore, Draper Hall, University of Massachusetts, Amherst MA 01003, (413) 545-0111. E-mail: [books@umext.umass.edu](mailto:books@umext.umass.edu), Web site: <http://www.umass.edu/umext/bookstore/index.html>

Mallis, A. ed., 1997. *Handbook of Pest Control*, 8<sup>th</sup> Edition. A comprehensive guide to structural pest identification and biology. Chapter 29, Sensitive Environments (J.B. Tucker), presents pest management principles and strategies generally applicable to GREEN SHIELD CERTIFIED service accounts. Available from GIE Media, (800) 456-0707.



**GREEN**  
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*Pest control. Peace of mind.*

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