
GREEN SHIELD CERTIFIED®

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

Version 2.0



**GREEN
SHIELD
CERTIFIED**

®

Pest control. Peace of mind.

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

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.

Less-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 CERTIFIED® is available to programs, pest management providers and services and facilities other than schools. For more information, contact the IPM Institute or visit www.greenshieldcertified.org or www.ipminstitute.org.

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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 offer a GREEN SHIELD CERTIFIED Service, you must:

- Step 1.** Contact the IPM Institute to schedule an evaluation. The evaluation will be conducted on-site at your office using this evaluation form.
- Step 2.** Undergo the on-site evaluation by an IPM Institute-approved professional. After the evaluation, the IPM Institute will generate and submit for your review a set of detailed, confidential interim evaluation reports. These reports will summarize the results of your evaluation and identify any improvements that need to be made prior to certification. Pay the evaluation fee plus travel expenses, which covers the cost of the evaluation and report generation.
- Step 3.** Address the required improvements by submitting the appropriate documentation to the IPM Institute for review. Once all required improvements have been verified as complete, the Institute will certify your service and send a final report that details the improvements you made during the process for your records.
- Step 4.** Pay the annual certification fee. Renew your certification each year by completing an annual renewal form. An on-site re-evaluation is required every three years.

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

1. A certificate suitable for framing. Additional pre-printed certificates and promotional products may be ordered for an additional charge. The Green Shield Certified name and logo will be available for your use on hardcopy and electronic documents. See page 8 for restrictions.
2. A company listing and profile on the Green Shield Certified website. We will also provide a local media release for your use.

For pest management providers with multiple locations that are managed independently, each office will be evaluated and certified separately to ensure that each office meets the Green Shield Certified program criteria. These providers may choose to certify some or all of their locations in which case only those locations certified may offer certified services.

For pest management providers with multiple locations staffed by employees that are managed directly from a central office, i.e., central technical direction, service protocol development, product selection, staff training and quality assurance, these offices may be included under one certification. Each location to be included in the certification must be disclosed prior to the initial on-site evaluation. To ensure compliance with program criteria, frequency and number of offices evaluated will be as follows:

For providers with two to five offices, the central office and one branch office will be evaluated prior to certification and every three years. The evaluation will consist of two site visits and one report.

For providers with six or more locations, the central office and at least 20% of branch offices will be evaluated prior to certification and every three years. The evaluation will consist of multiple site visits and one report.

These providers may choose to certify some or all of their locations in which case only those locations certified may offer certified services. Certified providers must inform Green Shield Certified of any new locations added after certification has been issued prior to offering certified services from that location. Should an evaluation indicate that central management is insufficient to ensure consistent compliance at branch offices, separate certifications may be required at the discretion of Green Shield Certified.

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.

Operations with multiple divisions operating from and managed directly by a central office may be considered a single provider for evaluation and certification purposes. Rules for multiple locations apply.

Scoring by the Evaluator

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

- N/A = Not applicable.
- 0 = Practices not in place.
- 1 = Practices minimally in place and barely address description.
- 2 = Practices meet less than half of description.
- 3 = Practices meet more than half of description.
- 4 = Practices is in place as described.
- 5 = Practices in place 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 contracts and forms, must be attached for review. The Service Provider must identify at least one meaningful IPM improvement to address over the next three years. For a complete list see page 21. After 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 sent to the IPM Institute for review. The IPM Institute will generate and send the Service Provider a set of confidential interim reports which it will identify any improvements that need to be addressed prior to certification. The Service Provider will have the opportunity to review the reports, make any corrections and provide updates to complete the certification process. **Each office operating under independent management and training (i.e., with separate technical direction, service protocol development, product selection, staff training and quality assurance) will be considered a separate business and must be evaluated separately.**

Evaluation for: _____ Date: _____
(Service Provider business name)

Applying for (circle one): Entire Company Service

Business license no(s)/state(s): _____

Evaluation location (street address): _____

City, State, Zip: _____

Phone: _____ Fax: _____ Email: _____

Web address: _____

Service Provider representative(s) and any others present for evaluation: (Attach copies of licenses and certificates to completed evaluation form.)

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. Note title, certifications and licenses, including agency(ies), category and expiration date.)

I. Service Provider Information (continued)

Service Provider Profile: Once certification is achieved, the IPM Institute will draft a narrative profile of the Service Provider to be published on the Green Shield Certified website. The 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 (check all that apply)
- residential
 - commercial
 - schools
 - childcare facilities
 - hospitals
 - nursing homes
 - restaurants
 - hospitality (e.g., hotel, motel)
 - places of worship
 - military installations
 - other (describe):
- g. Types of service(s) (check all that apply):
- general pest
 - bed bugs
 - birds
 - carpenter ants
 - carpentry services
 - mold remediation
 - mosquitoes
 - termites
 - wildlife/vertebrates
 - other* (describe):
- h. When and why was the IPM program initiated?
- i. Is there something you feel makes your approach to IPM unique?
- j. If possible, describe a situation where you successfully used IPM to address a complex pest problem.
- k. Has your company received any other recognition recently that you'd like to share?

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 to the next page.

If the Service Provider is applying for certification limited to a specific service offering, score the following as Pass or In Progress. Any minimum requirements rated as In Progress must be resolved prior to offering the certified service.

PASS IN PROGRESS 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. (*List certified service name.*)

PASS IN PROGRESS b. The Service Provider must undergo an on-site evaluation by the IPM Institute and must meet all minimum legal requirements (page 9), pesticide safety requirements (page 16) and business practice requirements (page 17) for the entire company. The service to be certified must be in conformance with the remainder of the GREEN SHIELD CERTIFIED standards.

PASS IN PROGRESS 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 unless the customer is notified in writing and approves any variance from the standards. A written service guarantee outlines customers' recourse in case of dissatisfaction, e.g., a revisit at no charge and cancellation without penalty if the revisit fails to solve the problem. Records for accounts receiving the certified service must be segregated or otherwise immediately identifiable for evaluation. (*Attach sample service contract.*)

PASS IN PROGRESS d. A separate training program must be offered by the Service Provider for staff selling or delivering GREEN SHIELD CERTIFIED SERVICE. The training program must describe how the certified service differs from the company's non-certified services. 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 IN PROGRESS 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. See the Green Shield Certified logo guidance for details on logo and name use and restrictions.

Notes:

III. Minimum Requirements for Certification

Instructions: To become a 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 8-17). 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 for those in progress.

1.0 Service Provider meets legal requirements:

- PASS IN PROGRESS** a. For pesticide applicator training, licensing and certification.
- PASS IN PROGRESS** b. For pesticide applicator safety and employee right to know.
- PASS IN PROGRESS** c. For posting and notification of pesticide applications. (*Attach sample pesticide application notification.*)
- PASS IN PROGRESS** d. For pesticide application record keeping. (*Attach sample pesticide application record.*)
- PASS IN PROGRESS** e. For identification of service vehicles and employees.
- PASS IN PROGRESS** f. For background checks of employees.
- PASS IN PROGRESS** g. For any specific environments serviced (e.g., schools, list below).
- PASS IN PROGRESS** h. For truth in advertising, i.e., provider meets advertised claims. (*List advertising media, e.g., yellow pages, website, online ads. Attach sample ad, if available.*)

Notes:

III. Minimum Requirements (continued)

2.0 First steps. 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 IN PROGRESS** 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 IN PROGRESS** 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 IN PROGRESS** c. Monitors are used effectively where appropriate and results reported to the customer and/or occupants verbally and in writing.
- PASS IN PROGRESS** 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 IN PROGRESS** e. Recommendations to correct pest-conducive conditions are made verbally and in writing (i.e., inspection report).
- PASS IN PROGRESS** f. Service Provider and management staff can identify key pests, and key pest symptoms, life cycles and IPM strategies for management.
- PASS IN PROGRESS** g. Written IPM protocols provide a step by step approach to addressing common pest problems covered under the certified service including those for ants, cockroaches, rats, mice, flying and stinging insects, spiders, stored product pests, bed bugs and subterranean termites (if applicable). Protocols stress inspection, monitoring and addressing pest-conducive conditions as the first steps. Pesticides are a last resort. All pesticide products used are listed and include US EPA Registration Numbers and application methods for reducing potential for exposure. (Attach written IPM protocols.)
- PASS IN PROGRESS** h. An IPM training program is used to train technicians on IPM protocols. (*Attach written IPM training program.*)

Notes:

III. Minimum Requirements (continued)

3.0 Less-toxic pesticides. Service Provider uses less-toxic pesticides as per the following criteria. Anti-microbials are exempt from these criteria.

- | | | |
|-------------|--------------------|--|
| PASS | IN PROGRESS | a. Pesticide applications are made only after detection of a verifiable pest problem, accurate identification of the pest and reasonable non-chemical measures are inadequate for effective control. |
| PASS | IN PROGRESS | b. Applications are not made on a routine or regularly scheduled basis (i.e., weekly, monthly applications are not made). |
| PASS | IN PROGRESS | c. Service Provider must have corresponding copies of the pesticide label and SDS for any material(s) used in a central location (e.g., main office) and available to customers on request. |
| PASS | IN PROGRESS | 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. Residual-active pesticides remain capable of killing target organisms that that contact treated surfaces long after the application. Contact pesticides are those that have no effect within a very short time after the application, e.g., after a spray-applied liquid dries. |
| PASS | IN PROGRESS | 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 | IN PROGRESS | f. Granular formulations, if used indoors, are applied in ways such that any associated dust will not become airborne with potential for inhalation after application, e.g., applied to a void and sealed after use. Exterior applications are not visible or readily accessible after application. |
| PASS | IN PROGRESS | g. 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. Old gel bait is removed before re-application, e.g., by using a device such as “The Crevice”. |

Notes:

III. Minimum Requirements (continued)

3.0 Less-toxic pesticides (continued)

- PASS** **IN PROGRESS** h. Rodenticides, if used, are:
- i) used only after reasonable measures are taken to correct conducive conditions including preventing access to water, food or garbage; removing clutter; sealing cracks or holes in foundations, sidewalks; removing tall weeds; and trimming shrubs to expose ground and discourage rat burrowing; **and**
 - ii) used only when rodent activity is present or is an immediate threat, e.g., confirmed by recent sightings or signs of activity such as droppings or feeding including feeding on non-toxic or rodenticide bait blocks, or where conducive conditions are present in adjacent areas not under the control of the client; **and**
 - iii) not used on an ongoing basis where the threat of rodent activity is low, e.g., no rodent activity has occurred within the past year and conducive conditions are not present; **and**
 - iv) in bait-block form and 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**
 - v) secured (e.g., on a rod) in the baffle-protected feeding chamber of the bait container and not in the runway; **and**
 - vi) parafinized or weatherproofed if used in wet areas; **and**
 - vii) not second-generation (single-feed) where wildlife may be affected; **and**
 - viii) in pellet formulation placed deep into burrows (i.e., at the end of the burrow or at least three feet in) to reduce potential for rejection. Bait block are not used in burrows.

Notes:

III. Minimum Requirements (continued)

3.0 Less-toxic pesticides (continued). NOTE: For help in evaluating pesticides against the following criteria, contact the IPM Institute.

- PASS IN PROGRESS** i. 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.
- PASS IN PROGRESS** j. 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.
- PASS IN PROGRESS** k. No pesticides with ingredients classified as reproductive or developmental toxins by US EPA or the California Proposition 65 List are used.
- PASS IN PROGRESS** l. No pesticides with ingredients classified as known, probable or suspected endocrine disruptor by US EPA or the European Union are used.
- PASS IN PROGRESS** m. No pesticides containing cholinesterase inhibitors, or with ingredients listed as neurotoxins on US EPA Toxics Release Inventory are used.

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

- Products containing these ingredients must carry a CAUTION label. DANGER or WARNING-labeled pesticides containing these ingredients may not be used.

Active Ingredient	Violation	Target Pest & Use
abamectin, avermectin	developmental toxin, US EPA	Cockroaches, ants: Use only in non-visible crack and crevice voids that are sealed after application. Old gel bait is remove before re-application, e.g., by using a device such as “The Crevice”.
boric acid (applies to all borate types, e.g., disodium octaborate tetrahydrate, orthoboric)	endocrine disruptor, European Union	Insects on label: Use only in non-visible crack and crevices; dusts in voids are sealed after application.
		Wood-destroying insects: Applied to exposed surfaces.
cholecalciferol	place pack formulation	Rodents: Use only in USDA Organic-certified facilities.
fipronil	possible carcinogen, US EPA	Cockroaches, ants: Use only in non-visible crack and crevice; voids that are sealed after application. Old gel bait is remove before re-application, e.g., by using a device such as “The Crevice”.
hydramethylnon	possible carcinogen, US EPA; reproductive/development toxin, State of California	Cockroaches, ants: Use only in non-visible crack and crevice; voids that are sealed after application. Old gel bait is remove before re-application, e.g., by using a device such as “The Crevice”.

- Products containing these additional active ingredients may only be used if any additional active ingredients meet the criteria above.

III. Minimum Requirements (continued)

3.0 Less-toxic pesticides (continued). Standing exceptions to the criteria are maintained by the IPM Institute with input from the GREEN SHIELD CERTIFIED Technical Advisory Committee.

ADDITIONAL EXCEPTIONS: Participants may make a request for an exception from the criteria on page 13 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 Less-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). Please include US EPA Registration number, 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. Products that require posting and notification for LEED criteria will be noted. 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. _____

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

III. Minimum Requirements (continued)

4.0 Pesticide safety.

- | | | |
|-------------|--------------------|--|
| PASS | IN PROGRESS | a. Used pesticide containers are properly disposed of. |
| PASS | IN PROGRESS | b. Unused, outdated, and/or no longer registered pesticide products and inventory are properly disposed of. |
| PASS | IN PROGRESS | c. Pesticides are stored only in original containers. |
| PASS | IN PROGRESS | d. Proper personal protective equipment (e.g., respirators, gloves, etc.) is available, in good condition and used when appropriate by handlers and applicators. |
| PASS | IN PROGRESS | e. Pesticide mixing facilities are adequately ventilated and designed to prevent backflow and respond to effectively spills. |
| PASS | IN PROGRESS | f. Pesticide emergency response equipment (e.g., eyewash station, spill response kit, emergency shower) is adequate for the pesticides used. |
| PASS | IN PROGRESS | g. A written emergency response plan is in place that includes emergency phone numbers, after-hour numbers, and protocols for vehicle accidents, pesticide and fuel spills, fire, flood, accidental ingestions (e.g., by clients, children, pets, theft.) (<i>Attach emergency response plan.</i>) |
| PASS | IN PROGRESS | h. Pesticide storage at the business location and on company vehicles is tightly controlled (e.g., locked) to prevent unauthorized access, with adequate ventilation and signage to alert emergency responders. |
| PASS | IN PROGRESS | i. A pesticide drift protocol defines drift (e.g., any off-target application of pesticides) and procedures to address it (e.g., 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, rags are kept on hand and are used to wipe up any over application of product). (<i>Attach drift protocol.</i>) |

Notes:

III. Minimum Requirements (continued)

5.0 Service Provider business practices and stability.

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

Notes:

IV. Scored Practices

Instructions: Service Provider must earn at least 80% on the IPM Practice Scorecard on page 22 to pass the Scored Practices section. The evaluator will score each of the following practices using the scale listed on page 5, from 0 to 5, with 5 being high. The evaluator will explain any exceptional, partial credit or non-applicable scores (marked as N/A) in the notes at the bottom of the page or attached in a separate document.

Scored practices listed in bold are especially important, and therefore should be focused on first when improving scores. IPM Credit Requirements for LEED Existing Buildings Operations and Maintenance (EBOM) v3 are noted at the end of the scored practice. The Green Shield Certified LEED module has more details. Low scores not improved during the certification process may be list as planned improvements on page 21.

1.0 Service Provider commits to an IPM program in writing:

- _____ a. **A written IPM policy states a commitment to IPM implementation.** (*Attach copy of IPM policy.*)
- _____ 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.** (*Attach copy of service contract and/or service forms.*) Assists with recordkeeping component of LEED EBOM v3 IPM Credit Requirement (IEQ Credit 3.5).
- _____ 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.*)
- _____ g. **Service Provider offers a sample written IPM plan that its clients may adapt for use.** The plan includes a schedule and procedures for inspection and monitoring; information on commonly encountered pests including effective preventive measures such as sanitation, repairs and maintenance; posting and notification of pesticide applications (other than least-toxic pesticides) to all building occupants at least 72 hours prior to application or within 24 hours after the application under emergency conditions; and specification of the circumstances under which emergency applications may be conducted. IPM Requirement for LEED EBOM v3 (IEQ Credit 3.5).

Notes:

_____ **TOTAL POINTS EARNED PAGE 18**

IV. Scored Practices (continued)

2.0 IPM training and education:

- _____ a. **A written IPM training plan includes a schedule/protocol with training frequency and list of topics 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 current organizations 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 has 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 scored practice. *(List IPM training events below.)*

Notes:

_____ TOTAL POINTS EARNED PAGE 19

IV. Scored Practices (continued)**3.0 Add-on pest management services:**

- _____ **a. Services offered include minor structural repairs** (e.g., sealing cracks and crevices; painting inspection aisles on storeroom floors; installing/repairing door sweeps, window and vent screens, chimney caps, gutters and downspouts; repairing wood-destroying pest damage; providing annual, facility-wide preventive inspections; performing pest control during construction projects; reviewing architectural designs for pest-conducive features; performing post-construction inspections). *(List structural repair services below.)*

- _____ **b. Services offered include recommended non-routine sanitation measures** (e.g., cleaning and maintaining floor drains, sink drains and outdoor drains and catchbasins; removing clutter from attics, basements and garages; moving firewood piles away from building; raking mulch and debris away from foundations; moving and cleaning behind appliances; trimming vegetation too close to building; cleaning gutters, elevator pits and trash chutes; providing annual, facility-wide preventive inspections). *(List sanitation services below.)*

Notes:

4.0 Recordkeeping and evaluation:

- _____ **a. Complete, legible records of each pesticide application, including target pest, product with EPA registration number, quantity used, date and time of application, location, application method are maintained for at least three years.** Assists with recordkeeping component of LEED EBOM v3 IPM Credit Requirement (IEQ Credit 3.5).

- _____ **b. Service Provider maintains file of SDS 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 20

V. On-site Evaluation Notes

List observation notes from at least one on-site customer visit.

VI. Planned Improvements

List IPM program improvement(s) planned for the next three years. At least one meaningful IPM improvement is required.

VII. Evaluation Checklist

The evaluator will visually evaluate the following items to verify compliance, check each box, and attach a sample copy when possible. If not applicable, the evaluator will mark (N/A). Items not verified will be left blank with a note. Numbers in brackets refer to page(s) where item is referenced.

- a. **Business license and liability insurance policy records.** [6,17]
- b. **Employee list and principal staff pesticide applicator's licenses/certificates.** [6, 9]
- c. **Employee Right-to-Know posting and sample pesticide application notice.** [9]
- d. **List of advertising media. Sample advertisement, if possible.** [9]
- e. **Written IPM protocols for common pests.** [10]
- f. **Pesticide application records.** Spot check application records from past year. Verify that all pesticide products are listed on page 14 and that applications are made only after verified, accurately diagnosed pest problems. [9, 11, 14, 15].
- g. **SDS and pesticide labels for all pesticide products used.** [11]
- h. **Pesticide storage and mixing facility(ies).** Verify that there is adequate ventilation and all pesticide and non-pesticide products in stock are listed on page 15. [16]
- i. **Written emergency response plan and equipment.** Review written emergency response plan for emergency phone numbers and protocols. Review personal protective and emergency equipment are adequate for products listed on page 15. [16]
- i. **Company vehicles.** Spot check one to several vehicles for proper personal protective equipment and spill kits. Verify all pesticide products stored on vehicles are listed on page 15. [16]
- j. **Written drift protocol and written IPM policy.** [16,18]
- k. **Service contract/forms.** Verify service contract has a written guarantee. Verify service forms emphasize inspection, identification, monitoring and non-chemical approaches as well as list product with EPA Registration number, amount, target pest, location, etc. [8, 16, 18]
- l. **Written IPM plan for commercial customers, if available.** [18]
- m. **Written IPM training plan and IPM training records.** [19]
- n. **IPM references for customers or technicians.** [18, 19]
- 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. [20]
- p. **Customer accounts.** Spot check at least one on-site customer accounts for compliance with required and scored practices. Customer site visits may be to commercial, residential, institutional, industrial and/or clinical accounts. If Service Provider does not service commercial accounts, spot check at least one residential accounts.
- q. **Planned IPM improvements.** Identify at least one meaningful IPM improvement Service Provider will work on over next three years. [21]

VIII. IPM Practice Scorecard

Enter minimum requirements and points earned for each page or n/a if not applicable:

IPM Practice Scorecard			
Section	Page Number	All Requirements Passed? (Y/N)	Requirements Per Section
II. Definition of Service	Page 8		5
III. Minimum Requirements	(Page 9-17)		(46)
1.0 Legal Requirements	Page 9		8
2.0 First Steps	Page 10		8
3.0 Less-toxic Pesticides	Page 11-15		14
4.0 Pesticide Safety	Page 16		9
5.0 Business Practices and Stability	Page 17		7
Total Requirements			51
All Requirements Passed? (Circle one)			YES / NO
V. Scored Practices		Points Scored	Total Points
1.0 IPM Program	Page 18		35 points
2.0 IPM Training and Education	Page 19		25 points
3.0 Add-on Services	Page 20		10 points
4.0 Recordkeeping and Evaluation	Page 20		20 points
Sub-Total (Scored Practices):		A.	B. 90* points
Percent score* (divide sub-total A by B):		%	* Subtract five points from B for each scored practice designated as not applicable (N/A), prior to calculating percent score.

Scoring Key		
Minimum Requirements	Scored Practices	Result
Passing score on all minimum requirements	80-100%	GREEN SHIELD CERTIFIED Service or Service Provider Pending final approval by the IPM Institute, organization may promote and offer its program as GREEN SHIELD CERTIFIED as per logo guidance provided by the IPM Institute.
Failing score on any minimum requirement	<80%	IPM in Progress. To become GREEN SHIELD CERTIFIED, candidate program must correct all failed requirements and implement additional IPM practices listed in the scored practices section to raise their score above 79%. Required and optional improvements will be outlined in the interim reports provided by the IPM Institute.

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

IX. Evaluator Statement

I evaluated the service provided by _____ (Service Provider business name) on the _____ day of _____ (month), 20____ (year). The business achieved the score noted above.

Evaluator Signature: _____ Print Name: _____

Address: _____

City, State, Zip: _____

Phone: _____ E-mail: _____

Required attachments:

- ___ Copy of business license
- ___ Copies of principal staff pesticide applicator's licenses/certificates
- ___ Employee list
- ___ Copy of Service Provider's service contract
- ___ Copy of Service Provider's service record form
- ___ Sample pesticide application posting
- ___ Sample pesticide application records
- ___ List of advertising areas
- ___ Written hiring protocols, e.g., background checks, drug screening, criminal background checks
- ___ Written IPM protocols for common pests
- ___ Written IPM training program
- ___ Copy of IPM training records
- ___ Current product list
- ___ Written emergency response plan, with emergency phone numbers and protocols
- ___ Written drift protocol

X. 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: _____

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

Green, T.A., ed., 2003. IPM Standards for Schools, 3rd 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

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, Web site: <http://www.umass.edu/umext/bookstore/index.html>

Mallis, A. ed., 1997. *Handbook of Pest Control*, 8th 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.



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Pest control. Peace of mind.

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