



NPMA Annual Report

*FROM PAST TO PROGRESS:
NAVIGATING THE NEXT 90 YEARS*

2022 | 2023

Community Support

NPMA would like to thank our Strategic Partners, program supporters, and industry publications for their support and commitment to NPMA and our community as a whole. Together, we are working towards bettering the future of pest management.

NPMA Strategic Partners



Mark Your Calendar

EASTERN CONFERENCE

January 18-19, 2024
Atlantic City, NJ

NPMA LEGISLATIVE DAY

March 10-12, 2024
Washington, DC

WORKFORCE SUMMIT

May 9-10, 2024
Atlanta, GA

EXECUTIVE LEADERSHIP FORUM

June 11-13, 2024
New Orleans, LA

NPMA ACADEMY

July 16-18, 2024
Orlando, FL

WILDLIFE EXPO

February 6-8, 2024
Houston, TX

WOMEN'S FORUM

May 7-9, 2024
Atlanta, GA

GLOBAL SUMMIT FOR FOOD SAFETY & PUBLIC HEALTH

June 2024
South Florida

CAROLINAS/MID-ATLANTIC CONFERENCE

July 25-27, 2024
Myrtle Beach, SC

PESTWORLD 2024

October 22-25, 2024
Denver, CO



2023-2024 Board of Directors

Executive Committee



Marillian Missiti
2023-2024 President
Buono Pest
Control Co., Inc.



Faye Golden
President-Elect
Cook's Pest Control, Inc.



**Emily Thomas
Kendrick**
2023-2024 Treasurer
Arrow Exterminators



Mike Bullert
2023-2024 Secretary
Big Time Pest Control



Justin McCauley
2023-2024 Immediate
Past President
McCauley Services



**Dominique Stumpf,
CAE**
Ex-Officio
National Pest
Management Association

Regional Directors



David Flynn
2022-2024 Region 1 Director
Burgess Pest Management



Daniele Collinson
2023-2025 Region 2 Director
B.O.G. Pest Control



Dan Rottler
2022-2024 Region 3 Director
Rottler Pest & Lawn
Solutions



Adam Brashier
2023-2025 Region 4 Director
Modern Pest Control



Sean Rollo
2023-2025 Region 5 Director
Orkin Canada

At-Large Members



Joe Campbell
2022-2024 At-Large Director
ABC Home & Commercial
Services of DFW



Dauphin Ewart
2022-2024 At-Large Director
The Bug Master



Audrey Hall
2022-2024 At-Large Director
Eco Serve Pest Services



Jeffrey King
2022-2024 At-Large Director
The Pest Rangers



Megan Jacobson
2023-2025 At-Large Director
Steve's Pest Control



Ben Johnson
2023-2025 At-Large Director
ABC Home & Commercial
Services



Joel Nolasco
2023-2025 At-Large Director
NuBorn Pest Control



Erin Richardson
2022-2024 At-Large Director
All-American Pest Control,
Inc.



Marty Roberts
2023-2025 At-Large Director
Rid-A-Bug Exterminating
Co., Inc.



Julie Tesh-Clark
2023-2025 At-Large Director
Pest Management Systems,
Inc.

Past Presidents' Representative



Chris Gorecki
2023-2024 Past Presidents'
Representative
Rollins, Inc.

Associate Directors



David Fisher
2023-2024 Associate
Director
Rentokil North America



King Jones
2023-2024 Associate
Director
CT Pest Solutions, LLC



Julie Marquardt
2023-2024 Associate
Director
Ecolab, Inc.

Allied Directors



Steven Gullickson
2022-2024 Allied
Director
MCK



Andrea Hancock
2022-2024 UPFDA
Director
Mattress Safe, Inc.



Patrick Lynch ACE
2022-2024 UPFDA
Representative
Bell Labs, Inc

NPMA for the Next 90

Pioneering Inclusive Growth and Connection



MESSAGE FROM THE CEO

As we celebrate the National Pest Management Association's 90th anniversary, we are delighted to look back on a remarkable journey, rich with exceptional milestones and achievements. Throughout our illustrious history, we have navigated the ever-evolving pest management landscape, emerging as a strong and united force in the industry. As we reflect on the past, we also cast our gaze toward an exciting future filled with promise and potential.

Fostering a Culture of Inclusivity and Equity

In line with our commitment to embracing diversity and promoting equity, we have taken decisive steps to integrate inclusivity across our association. Our recently formed IDEA Steering Committee, which now encompasses Accessibility as well, is at the forefront of implementing our comprehensive plan for fostering an inclusive environment. This committee is actively overseeing various initiatives that will not only strengthen our organization but also make a positive impact on the industry at large. We firmly believe that diversity is a powerful catalyst for innovation, and by embracing all perspectives, we empower our community to thrive in the face of diverse challenges.

Advocating for Our Industry's Future

Over the past year, our industry has achieved significant policy victories while diligently navigating challenging political landscapes in some states. NPMA remains steadfast in its mission to secure state-level pesticide preemption, and we find promise in the potential of the 2023 Farm Bill as a vehicle to advance our goals. Our public policy team has diligently continued our long-standing tradition of fostering strong relationships with regulators at both state and federal levels. By advocating for the best interests of our industry, we ensure a sustainable and thriving environment for pest management professionals across the nation.

Inspiring Innovation and Uniting Our Community

The recent NPMA events have been nothing short of amazing, with near record-breaking numbers in attendance. It is a testament to the resilience and dedication of our industry, at-large, and your unwavering support. We are thrilled to see our community come together, once again, renewing connections and creating opportunities for innovation. The success of these events is a reflection of the collective strength of our members and highlights the importance of continuing to collaborate and share knowledge for the betterment of the entire pest management sector.

Gratitude and Anticipation for the Next 90 Years

As we conclude this momentous year, I extend my heartfelt gratitude to each and every member who has played an invaluable role in shaping our organization's legacy. Your passion, dedication, and unwavering commitment have been the driving force behind our continued success. Together, we have overcome challenges and achieved milestones that have defined NPMA's position as a leader in the industry.

Looking ahead, I am filled with anticipation and excitement for the next 90 years. The future holds immense promise, and as an association, we stand ready to embrace innovation, foster inclusivity, and drive positive change for our members and the communities we serve. Together, we will continue to evolve, adapt, and thrive, reaffirming our role as a beacon of excellence in the pest management industry.

Thank you for being an essential part of what makes the National Pest Management Association the vibrant and dynamic organization it is today. Here's to the next 90 years of growth, progress, and success.

Dominique Stumpf, CAE
Chief Executive Officer, NPMA



MESSAGE FROM THE PRESIDENT

As I step into the role of President of the National Pest Management Association, I find myself reflecting on the journey that led me here. It began by volunteering at the local level with the New England Pest Management Association, where I discovered the profound impact that involvement can have on both personal and professional growth. Over the years, I delved deeper into our industry, engaging with special interest groups like PWIPM and immersing myself in the NPMA community by actively participating in councils, committees, and events like Academy.

Today, I stand before you as the President of this amazing association, and I want to extend my heartfelt gratitude to all those who have supported me along the way. I recognize that our collective success is built on the passion and dedication of individuals like you, who generously contribute their time and expertise to propel our industry forward.

I urge each one of you to get involved in YOUR association. By doing so, you open the door to a wealth of opportunities for personal and professional advancement. Engaging with NPMA provides a platform to grow your business, connect with industry leaders, and gain valuable insights into the latest trends and innovations. Simultaneously, your involvement allows you to give back to the industry that has given us so much.

Volunteering is not limited to national endeavors alone; it extends to the work you can do at the local level. As pest management professionals, we have a unique opportunity to serve our customers directly in their homes and communities. Together, we can make a difference by supporting efforts like the prevention of human trafficking by training our teams to be vigilant in the field. Even simple acts of kindness, like lending a helping hand to neighbors in need or providing our expertise and equipment at times of crisis, can have a profound impact on the lives of those around us.

I am excited about the possibilities that lie ahead as we embark on this journey together. Our industry plays a vital role in safeguarding public health, food, and property from the threats of pests. By working together, we can overcome challenges and embrace opportunities to ensure a brighter and safer future for all.

Thank you for entrusting me with this leadership role, and I am honored to serve as your President. Together, let us continue to elevate the pest management industry and make a lasting impact on the communities we serve.

Marillian Buono-Missiti
2023-2024 NPMA President

Want to Get Involved in NPMA LEADERSHIP?

NPMA values volunteer leadership from diverse backgrounds and experiences and is committed to engaging and elevating volunteer leaders who share different perspectives - this is core to our future success.

If you are interested in contributing to our mission and making a difference, we encourage you to explore the volunteer opportunities available. To learn more about these positions and how you can get involved, please visit our website at NPMApestWorld.org/Volunteer.



Empowering the Future through P3

NPMA's Strategic Commitment

NPMA is dedicated to supporting its members in their pursuit of professionalism, knowledge, and profitability through various means, including education, industry leadership, public policy advocacy, and market growth. This commitment is guided by the strategic plan known as P3 — Plan, Purpose, Progress.

The P3 strategic plan revolves around four key pillars: Consumer Connections, Public Health Leadership, Member Engagement, and Policy Makers and Regulators. These pillars serve as the foundation for NPMA's annual planning process, ensuring that research and insights from our volunteer leaders shape the objectives and tactics across our programming, communications, and outreach efforts.

NPMA takes pride in delivering high-quality educational programs, bolstering member resources, and strengthening our influence in the development of balanced and proactive legislation. Together with our members, we are well-positioned to overcome challenges and seize opportunities that lie ahead. Our association remains committed to supporting the pest management industry in its vital responsibility of safeguarding public health, food, and property from the risks and hazards posed by pests.

“P3 is an exceptional process that brings together a variety of voices to lead NPMA's strategic direction. I'm excited for the upcoming year and discussion takeaways that will help us continue to promote and protect our industry.”

FAYE GOLDEN
Cook's Pest Control
& NPMA President-elect.



OUR MISSION

NPMA supports members in being professional, knowledgeable, and profitable through education, industry leadership, public policy advocacy, and growth of the market.



OUR VISION

Every household and business is protected by professional pest management services.

NPMA BY THE NUMBERS

- Over **4,000** NPMA Members spanning **79** Countries
- Over **400** New Members
- **55** Pest Identifications and Consultations
- **1617** Online Training Courses Completed for state approved credit in the NPMA Online Learning Center
- **6,394** Attendees at NPMA Events
- Surpassed **35,000** Job Positions posted to PestControlJobs.com
- Over **15,000** Applicants for positions on PestControlJobs.com

INDUSTRY OVERVIEW



143,593 TECHNICIANS
in the U.S.

17,670
U.S. Pest Control
COMPANIES



\$11.04 BILLION
in Annual Revenue

6.2% Revenue
GROWTH



Consumer Outreach 2.0

Growing the Industry for Tomorrow



“We believe that by contributing to PPMA - a cause bigger than our own - we will continue to position our industry in a successful light and leave more opportunities for the future generations of our company.”

JUSTIN MCCAULEY

McCauley Services & NPMA Past President.

The Professional Pest Management Alliance (PPMA) lives its mission to grow, promote, protect, and defend the pest management industry. PPMA is funded 100% through voluntary investments made by pest control companies, the supplier community, and friends of the industry.

As the industry's voice for over 25 years, PPMA continues to proactively educate the public on the value of professional pest control through its media relations, public service announcement, advertising, social media, market research and online communications programs. Its work has resulted in positive exposure for our industry and the growth of residential and commercial markets.

In 2022, PPMA celebrated its 25th anniversary, and the organization has never been stronger. PPMA's consumer media relations efforts secured over 500 media placements in national and regional markets across the country resulting in over 426 million impressions with an estimated worth of \$9.4 million in publicity value. Impactful stories were featured in USA Today, AccuWeather, Good Housekeeping, the Weather Channel and Good Morning America, among other influential outlets. Additionally, its public service announcements aired 108,479 times, accumulating nearly 500 million impressions. PPMA's social media platforms generated over 7.7 million organic impressions across Facebook, Twitter, Pinterest, YouTube and TikTok,

servicing target digital audiences with eye-catching content around seasonal pest issues.

PPMA's consumer sites, PestWorld.org and PestWorldForKids.org continued to add fresh, new content, and both websites recorded a combined 6.1 million+ sessions. The group also expanded its video library debuting three new video projects to spotlight the health and property threats posed by pests. "You Won't Believe This" reveals little-known facts about mosquitoes, termites, and bed bugs, "Bug Battles" depicts hypothetical matchups between two different pests, and "Invasive Species" - a custom-animated series - shines a light on invasive pests and how they spread across the U.S.

The modern marketing programs conducted by PPMA elevate the industry in the eyes of existing and potential customers. It also works to give companies the tools they need to level up their own marketing strategies with Mainframe, a unique monthly subscription service. Mainframe is an online digital marketing agency powered by PPMA, providing subscribers with access to ready-made, professionally designed materials specifically created for pest control companies to help grow their businesses. All content is reviewed for accuracy by NPMA's certified entomologists and our medical advisor to ensure factual, credible information for our subscribers and PPMA investors.

RESULTS ALL-IN



1.25+ BILLION

total impressions in 2022



22 ARTICLES

in key commercial vertical markets



108,479

broadcast PSA airings valued at **\$18.7 million** in donated inventory

6.5+ MM

sessions on our consumer sites



230 MM

impressions from content syndication campaigns — a **139% increase YOY**



80.2 MM

Organic & paid social media impressions — an **80% increase in paid impressions YOY**



500

consumer media placements

Over **1,130 keyword 1st page rankings** on both mobile & desktop
Children's site being used by educators via Clever, Google Classroom, Schoology & Seesaw apps

Policy Powerhouse

Shaping Tomorrow's Landscape Together

Advocacy Triumphs: Navigating Pest Control Legislation Across States

This year we saw numerous bills that would ban or restrict the use of pesticides, which quickly became our most widespread issue. Our industry has accomplished significant victories throughout these sessions while working diligently to mitigate any negative or burdensome outcomes in states with unfavorable political dynamics.

Across the country, advocacy efforts have been successful against unruly legislation that would make it virtually impossible to conduct daily operations. In **Connecticut**, Senate Bills 962 and 963 sought to prohibit the use of neonicotinoids and second-generation rodenticides across the state. NPMA, working with our State Policy Affairs Representatives (SPARs) and association leaders, advocated against these bills and were successful in derailing their progression in the Senate, where they failed to pass before the adjournment date. We saw an additional rodenticide ban bill in **New Hampshire**; however, industry members quickly assembled a strong delegation to testify in opposition to its passage which resulted in its transformation to a more innocuous study bill accompanied by a task force that includes a member of our industry. In **New Mexico**, the pest management industry alongside a broad coalition, including the state association for professional beekeepers and the Farm Bureau, worked to strike down a bill that would have restricted neonicotinoid use in the state. Additionally, industry professionals worked diligently in **Nevada** to amend a similar bill, Assembly Bill 162, to allow pest management professionals to use these products both for indoor and outdoor applications. With this industry protection included in the bill, it passed both legislative chambers and became law on May 30th.

We saw a significant win in **Maine**, where there were attempts to enforce the inclusion of addresses where applications were made in annual reports. In response to this, a wide variety of trade organizations gathered in opposition, which resulted in the bill being changed to only enforce the complete shift to electronic uploads by removing the allowance of paper recording moving forward.

Perhaps our industry's biggest legislative success in the West was our work in **Colorado**. Our industry became a target as the legislature had to review and renew the Pesticide Applicator's Act (PAA) or let it sunset and

deregulate our industry. Our industry advocated early and often, beginning in early 2022 through interviews with the Colorado Department of Regulatory Agencies (DORA) to prevent the PAA from becoming a vehicle to roll back statewide pesticide preemption in Colorado. When the PAA was signed into law on June 5th, it did not include any language-altering preemption in Colorado. This bill, which comes up every seven years, has been an activist target to hamstringing our industry, but thanks to the hard work, ground game, and continual advocacy, our industry has again risen to the challenge in defending pesticide preemption in a deep blue state. Our industry also combatted a late effort to limit neonicotinoid use in the state, successfully amending Senate Bill 266 to make neonicotinoids a limited-use classification of pesticide that does not affect the day-to-day working of our industry.

As we close the book on another busy state legislative cycle, we would like to extend a much-deserved thank you to all of our SPARs, State Association Leaders, Public Policy Committee, and Member Advocates for your hard work in defending our industry. Our Association has a long history of state legislative accomplishments, and we feel that 2023 again demonstrates the unique influence our industry has as protectors of public health, property, and food.



Federal Focus: NPMA's Impactful Advocacy Efforts

The NPMA Public Policy team's major focus this year has been the 2023 Farm Bill reauthorization process, and we have been meeting with key offices both on, and off of, the House and Senate Agriculture committees to push for a national solution to pesticide preemption. As a reminder, language that codified state-level pesticide preemption into national law was included in the House version of the 2018 Farm Bill, only to be stripped out in the conferenced 2018 Farm Bill. We are once again requesting that it is included—and ultimately kept—in the final version of the 2023 Farm Bill.

Since October 2022, NPMA staff have met with the following offices to discuss state-level preemption:

U.S. SENATE	U.S. HOUSE OF REPRESENTATIVES	
Sen. John Boozman (R-AR)	Rep. Ronny Jackson (R-TX-03)	Rep. Shontel Brown (D-OH-11)
Sen. Debbie Stabenow (D-MI)	Rep. Frank Lucas (R-OK-03)	Rep. David Scott (D-GA-13)
Sen. Tom Cotton (R-AR)	Rep. John Rose (R-TN-06)	Rep. Glenn "GT" Thompson (R-PA-15)
Sen. John Thune (R-SD)	Rep. James Comer (R-KY-01)	Rep. Sanford Bishop (D-GA-02)
Sen. Roger Marshall (R-KS)	Rep. Jim Costa (D-CA-16)	Rep. Brad Finstad (R-MN-01)
Sen. Deb Fisher (R-NE)	Rep. Michelle Fishbach (R-MN-07)	Rep. Barry Loudermilk (R-GA-11)
Sen. Michael Bennet (D-CO)	Rep. Tracey Mann (R-KS-01)	Rep. Austin Scott (R-GA-08)
Sen. Ben Ray Lujan (D-NM)	Rep. Jim Baird (R-IN-04)	Rep. Elissa Slotkin (D-MI-08)
Sen. Tommy Tuberville (R-AL)	Rep. David Rouzer (R-NC-07)	Rep. Mark Alford (R-MO-04)
Sen. Cindy Hyde-Smith (R-MS)	Rep. Troy Balderston (R-OH-12)	Rep. Mariannette Miller-Meeks (R-IA-02)
Sen. Sherrod Brown (D-OH)	Rep. Eric Sorensen (D-IL-17)	Rep. Greg Steube (R-FL-17)
Sen. John Tester (D-MT)	Rep. Don Bacon (R-NE-2)	Rep. Jake LaTurner (R-KS-2)
Sen. Raphael Warnock (D-GA)	Rep. Mayra Flores (R-TX-34)	Rep. Buddy Carter (R-GA-01)
Sen. Tim Kaine (D-VA)	Rep. Lou Correa (D-CA-46)	Rep. Rob Wittman (R-VA-01)
Sen. John Hickenlooper (D-CO)	Rep. Steve Scalise (R-LA-1)	Rep. Randy Feenstra (R-IA-04)
Sen. Pete Ricketts (R-NE)	Rep. Bruce Westerman (R-AK-04)	
Sen. Alex Padilla (D-CA)	Rep. Mark Alford (R-MO-04)	
	Rep. Nikki Budzinski (D-IL-13)	

In addition to traditional meetings on Capitol Hill, NPMA hosted its Legislative Day Conference in March, during which NPMA members participated in nearly 150 meetings with elected officials and their staff. The focus of this year's Legislative Day was state-level pesticide preemption, and we were thrilled with the positive feedback we received from key offices and stakeholders in response to the important messages NPMA members delivered during their meetings.

NPMA has successfully worked with key offices in the House and Senate to submit state-level pesticide preemption as a priority for the 2023 Farm Bill. We are hopeful to see state-level pesticide preemption make it across the finish line and be codified this year!

A major focus of our regulatory efforts this year has been responding to EPA's Proposed Interim Decisions on Rodenticides (PID). On November 29th, 2022, the U.S. EPA Office of Pesticide Programs published PIDs for four groups of rodenticides, which included many mitigation measures that will burden PMPs, including the classification of all Rodenticides as Restricted Use Pesticides (RUPs), additional Personal Protective Equipment (PPE) requirements, and mandatory carcass removal statements.

NPMA has been working with EPA to find a common-sense solution that meets the Agency's objectives and also minimizes the burden on the professional pest management industry and other rodenticide stakeholders.

“This year, NPMA's advocacy efforts have achieved significant wins, countering pesticide bans and restrictions across states. Our success in defending against unfavorable bills highlights our industry's resilience and strategic collaboration.

TED BRAYTON, ACE

Griggs & Browne Pest Control and Past Chair, Public Policy Committee

Keys to Success

Unlocking Membership Advantages

Your benefits as a member continue to grow and offer you new ways to save time and money! Your membership provides you with a wealth of resources designed to help you stay up to date and grow your business, including:



VEHICLE DISCOUNTS

NEW MEMBER BENEFIT!

Holman has partnered with NPMA to provide a new source of buying and selling vehicles. Nissan continues to provide NPMA members with another option to meet their vehicle needs.



FREE ONLINE TRAINING

Access recent NPMA online trainings to learn about new techniques, ways to grow your company, train new employees, and stay ahead of new regulations.

NPMA's team has gained approval from more states to accept training for recertification credits!



INDUSTRY NEWS & UPDATES

Members receive a subscription to PestWorld magazine, NPMA digital newsletter e-PestWorld, and public policy updates all crafted to keep you up-to-speed on the latest developments in the industry.



FREE PEST PICTURES & IDENTIFICATION

Access hundreds of downloadable pictures to use on your website and marketing collateral.

Not sure what you just found on the job? Contact NPMA entomologists for help identifying unusual critters.

“The training sessions with exceptionally qualified instructors are pivotal for our business. The insect identification application, coupled with opportunities to exchange insights with colleagues, greatly enhance our capabilities. These tools are indispensable for upholding the professionalism of our industry!”

HÉLÈNE BOUCHARD
MBM Gestion Parasitaire



MYNPMA MEMBERS FORUM

Get answers to your questions, candid feedback on potential purchases and connect with fellow members via the members-only discussion forum at My.NPMAPestWorld.org.



FREE FIND-A-PRO LISTINGS

You get discovered by consumers in the local areas that you serve via free listings in NPMA's Find-a-Pro tool on PestWorld.org.



PARTNERING TO SERVE THE INDUSTRY

Partnerships with local and national pest management associations help provide you with comprehensive tools, training programs, representation in front of key decision makers and connects you across the industry.



ASSOCIATION LEADERSHIP FORUM

State and provincial association leaders gather at Association Leadership Forum events to exchange insights and enhance local member services. ALF supports board members, presidents, and executive directors in adopting effective strategies for association growth, event management, member engagement, and efficient operations.

Unleashing Potential

Establishing the Workforce of Tomorrow



Launched in late 2020, the NPMA Workforce Development Program has been diligently striving to elevate the pest management industry by raising awareness of its immense potential as a desirable career path with numerous job opportunities. Over the past two and a half years, we have executed strategies to build and support a pipeline of qualified individuals, meeting the growing demand for skilled labor in the pest management field.

Our robust marketing program has targeted key growth audiences, including veterans, students, older adults, and women, utilizing tactics such as targeted SEO campaigns and media relations to drive awareness and interest. As we look ahead, we plan to expand on our outreach successes, forging meaningful partnerships and engaging our members in collaborative conversations that prioritize the development of our most valuable assets – our people.

Central to our progress are the invaluable contributions of the Workforce Development Steering Committee, Recruitment & Retention Committee, PestVets Council, Professional Women in Pest Management, Diversity Council, Business Innovations Committee, and the continued financial support of our Founders Club, Patrons Club, Gold and Silver Supplier level sponsors.

Strategies to Grow Your Talent Pipeline

ONLINE MEDIA CAMPAIGNS: HARNESSING THE POWER OF DIGITAL PLATFORMS

Embracing the digital age, NPMA has utilized online media campaigns as a potent tool to shift public perception. Through engaging with media outlets, we have secured features and articles highlighting the crucial role of pest management professionals in protecting public health and property.

MEANINGFUL PARTNERSHIPS: COLLABORATING FOR SUCCESS

NPMA recognizes the significance of meaningful partnerships with aligned organizations and stakeholders to fuel the Workforce Development initiative. By forging strong bonds, we create a robust network dedicated to attracting and nurturing talent. Internship programs, mentorship opportunities, and professional development initiatives are on the horizon.

PUBLIC RELATIONS: SHAPING A POSITIVE INDUSTRY IMAGE

NPMA's core focus has been to build and maintain a positive industry image, showcasing pest management as a rewarding and respected career choice. Through tireless efforts, we continue to promote the industry's merits and celebrate the invaluable work of pest management professionals.

The Workforce Development Initiative is generously supported by over 50 dedicated NPMA member companies.



Join *the* EFFORT

We are expanding and developing programs to attract and retain military veterans, current service members and their spouses, students from minority and underserved populations, older adults and retirees, and women. Help us with your support! NPMAWorkforce.org.

“I am thrilled with the success of the NPMA Workforce Development Program this past year. Exciting growth is planned in the next year boosting the talent pool for our hiring pest control company members. Through fostering partnerships, consistent public outreach and sharing and implementing current practices- we are driving industry progress. Special thanks to our supporters who are a proud source of inspiration.

CHRIS GORECKI

Rollins, Inc. and Chair, Workforce Development Steering Committee



Making a Global Impact: Advancing Pest Management Worldwide

“ The Global Pest Management Coalition’s achievement in finalizing the world’s first-ever global framework for pest management in 2022 marks a historic milestone. World Pest Day 2023 amplified the significance of this framework, uniting professionals in promoting best practices and elevating our industry’s vital role in safeguarding public health, homes, and businesses globally.

ALBERTO PONJOAN

ADEPAP and Chair, Global Pest Management Coalition

In addition to NPMA’s vital work across the United States and Canada, the organization plays a pivotal role as a founding member of the Global Pest Management Coalition (GPMC).

A MILESTONE ACHIEVEMENT - GLOBAL FRAMEWORK

In 2022, the GPMC achieved a monumental milestone by finalizing the world’s first-ever global framework for pest management. These standards have since been translated into four different languages and shared across the world, empowering professionals with a powerful tool to promote legislative measures in their respective countries and elevate the pest management industry to new heights of professionalism.

This framework outlines a comprehensive system that ensures pest management professionals worldwide are equipped with the necessary training, experience, and employer support. These guidelines provide career milestones for aspiring professionals to reach for, while also serving as industry-defined credentials to celebrate and recognize professionalism.

WORLD PEST DAY CELEBRATIONS

On June 6th of each year, pest management professionals from around the globe come together to celebrate World Pest Day. In 2023, this significant occasion took on new meaning as the day was dedicated to promoting the newly established global framework for pest management. With a strategic and organized campaign across social media platforms, professionals united in raising awareness about the importance of these standards and their impact on the industry’s growth and professionalism. The outpouring of support and engagement showcased the industry’s determination to embrace best practices and elevate the pest management profession to unparalleled heights.

Learn more about the impactful initiatives of the Global Pest Management Coalition at [PestManagementCoalition.org](https://www.PestManagementCoalition.org), and join us in shaping a future where pest management stands at the forefront of safeguarding public health and well-being across the globe.

Elevating Education

Illuminating the Industry’s Future

NPMA ONLINE LEARNING CENTER

NPMA’s Online Learning Center is a state-of-the-art learning management system that provides access to over 60 exclusive technical and business training courses and counting. Prepare new employees for the field with NPMA’s New Hire Training for Service Technicians program or keep your veteran employees sharp with advanced pest training classes approved for recertification credit in the US and Canada. This year, NPMA added several new courses including Spider Management, Stored Product Pest Management, and PERC’s RUP Course Update.

EDUCATIONAL TOOLS & TRAINING MANUALS

NPMA develops educational resources and print publications designed to evaluate your training program. In 2022, NPMA published a completely revised 15-poster series featuring high-resolution images, updated distribution information and revised control recommendations for 15 of the most important structural pest groups. NPMA also publishes English and Spanish language versions of some training manuals including the NPMA Service Technician’s Training Manual 2nd Edition as well as the NPMA Field Guide to Structural Pests 2nd Edition.

INDUSTRY GUIDANCE DOCUMENTS

NPMA works alongside technical professionals and subject matter experts to develop guidance documents and resources that are published in NPMA’s Model Contracts and Standards section. In 2023, NPMA published the revised Bed Bug Best Management Practices, updated Food Safety Audit Scheme Quick Reference Guide, and new Unmanned Aerial Vehicles: A Guide for Pest Management Professionals document.

“ While serving on NPMA’s 2022-2023 Technical Committee, I was able to participate on impactful subcommittees to develop tools such as the Food Safety Audit Scheme Quick Reference Guide that provide guidance to PMPs working in the food handling space. As the 23-24 Chair of NPMA’s Technical Committee, I’m excited to continue the important work of this committee to identify new ways to elevate our industry.

CAROLINE KOHNERT, ACE, PHE
Plunkett’s Pest Control





Certification for Tomorrow

Empowering Excellence and Trust

“ QualityPro has elevated our small business in the eyes of our customers, employees, and potential employees. QualityPro branding helps us grow fast. The accreditation process ensures we grow right. Each member of our team takes pride in earning their certificates of completion, proving their training is to a national level. Last year we focused on getting everyone through the Mosquito and Rodent Specialist exams. Our team is so proud of the public health expertise these credentials represent.

SUSAN HARE

Thrasher Termite & Pest Control of So Cal, Inc.

QualityPro is the mark of excellence in pest management. Our industry credentialing program is increasing the professionalism of the industry through self-regulation; stimulating consumer demand through increased confidence and a higher public perception of industry professionalism; and providing marketing opportunities to participating companies by recognizing commitment to excellence.



OUR MISSION

QualityPro sets the standards of excellence for professional pest management companies and their employees through education, training and certification, providing consumers protection and confidence when selecting a nationally accredited company.



OUR VISION

QualityPro is the only recognized and accepted credentialing authority of the professional pest management industry.

THIS YEAR QUALITYPRO LAUNCHED

- Version 6.1 with new and updated standards defining professionalism in pest management
- An easy-to-use site where the thousands of professionals who have earned QualityPro credentials can access their certificates of completion



LEADER LAUNCH

New this year, NPMA presented its first class of Leader Launch participants. This groundbreaking program aims to empower emerging leaders within the pest management industry by providing them with a comprehensive platform for professional growth and development. The 18-month program offers a wide range of resources, including mentorship opportunities, leadership training, networking events, and access to industry experts. By participating in Leader Launch, individuals can enhance their skills, expand their industry knowledge, and connect with like-minded professionals, setting themselves on a path towards successful leadership roles within the NPMA community and beyond.



EXECUTIVE LEADERSHIP PROGRAM

Now in its seventh year, the Executive Leadership Program (ELP) identifies and trains aspiring association leaders to establish a pipeline of engaged members that represents NPMA's diverse membership. This innovative program is designed to empower and equip emerging leaders within the pest management industry with the necessary skills and resources to excel in their careers and make a lasting impact. The two-year curriculum involves professional development, association training, monthly mentoring and attendance at NPMA events all tailored to address the unique challenges and opportunities within the pest management profession.



Leadership Trailblazers

Forging the Path Ahead

NPMA's success hinges on prioritizing the best interests of our valued membership. To ensure that we fulfill this commitment, we actively seek guidance from the association's esteemed Board and volunteer leadership. Emphasizing the significance of diverse perspectives, we firmly believe that hearing from a multitude of voices plays a pivotal role in achieving our strategic goals. We wholeheartedly encourage all members to actively engage and contribute their insights, as together, we can collaboratively shape and strengthen our industry.

Learn more about how you can get involved in NPMA committees at councils at: NPMAPestWorld.org/Volunteer

“The Executive Leadership Program has been an invaluable journey that equipped me with the essential tools to grow personally and professionally, fostering my ability to network effectively, communicate purposefully, and lead with integrity within NPMA's diverse and dynamic community.

AUSTIN BURNS

Burns Pest Elimination and
ELP Class of 2021

Congratulations to the 2022-2023 Awards and Achievement Recipients

Women of Excellence Award:

Sheila Haddad, Bell Laboratories

Sponsored by  TARGET
SPECIALTY PRODUCTS

Emerging Leaders Award

Ashley Marratt, Red Coat Pest Solutions

Sponsored by  Rentokil
TERMINIX

NPMA Gives Award:

Hoffman's Exterminating

Sponsored by  WORKWAVE

PWIPM Professional Empowerment Grants:

Breanna Neerland, Kwik Kill Pest Control, Inc.

Jennifer Peckford, Orkin Canada

Sponsored by  Rentokil
TERMINIX

David Cooksey PestVet of the Year:

Xavier Cugnon, Arrow Exterminators

Sponsored by  FMC

FMC Legislative Day Award:

Chris Haggerty, American Pest Control

Global Ambassador Award

Moises Capetillo Gonzalez, MIPUSA

Committee of the Year:

Business Development Committee

Committee Chair of the Year:

Sara Cromwell, Abell Pest Control

Recruitment & Retention Committee

Impact Awards for Women in Pest Management:

Sponsored by  FieldRoutes
A ServiceTitan Company

The Impact Awards, awarded for the second time in 2023, honor and celebrate exceptional women at all levels within the pest management industry, in any role, including management, technical/service, sales, or office staff. Recipients were honored during NPMA's Women's Forum, May 9-11 in Charleston, SC.

NPMA Committees & Councils

- Business Innovations Committee
- By-Laws Committee
- Communities+ Diversity Council
- Finance & Audit Committee
- Fumigation Committee
- IDEA Steering Committee
- Leadership Networking Community Council
- Marketing to Membership Committee
- Nominating Committee
- P3 Steering Committee
- PestVets Council
- Professional Women in Pest Management Council
- Public Policy Committee
- Recruitment & Retention Committee
- Technical Committee
- Wildlife Committee
- Workforce Development Steering Committee



Exploring Frontiers

Advancing Pest Management through Research and Outreach



“The Pest Management Foundation’s commitment to advancing our industry through education, research, and outreach continues to shape modern pest control practices. The creation and growth of the endowed scholarship program and the recognition of outstanding students exemplify our unwavering dedication to fostering collaboration between industry and the research community. We are proud to make strides in protecting the well-being of all people and communities.

TIM POLLARD

Arrow Exterminators, and Chair, Pest Management Foundation Board of Trustees

The Pest Management Foundation, a 501(c)(3) charitable organization, drives industry progress through education, research, and outreach. Operating autonomously with distinct bylaws and led by a dedicated Board of Trustees, the Foundation has been shaping modern pest control practices through its funded initiatives since 1962.



OUR MISSION

To grow Foundation resources through fundraising and thoughtful investing in order to support education, research, and outreach in urban entomology and structural pest management across North America and foster collaboration between industry and the research community.



OUR VISION

To make life better by protecting food, health, property and brands for the well-being of all people and communities by advancing the pest management industry through education, research, and outreach.

Pest Management Foundation Student Scholarships

The Foundation annually awards up to five scholarships of up to \$2,000 each to outstanding students at accredited U.S. and international colleges or universities. This year, the Foundation was able to award five scholarships to outstanding students.

Christopher Hayes

North Carolina State University

Jin-Jia Yu

Rutgers University

Madison Gits

University of Florida

Simona Principato

University of Kentucky

Jun-Jin Lum

University of California Riverside

Endowed Scholarship PROGRAM

In October of 2022, the Foundation announced the creation of an endowed scholarship program. Over the course of the past year, this program has grown tremendously with eight scholarships fully funded and commitments to fund another four endowments over the next five years totaling \$300,000. Through this program, the Foundation will be able to offer annual scholarships in perpetuity to students pursuing higher education. The application period for 2023-2024 scholarship applications will open October 1, 2023.

2022-2023 FUNDED ENDOWED SCHOLARSHIPS

All-American Pest Control STEAM Trailblazer Scholarship

All-American Pest Control

Arrow Exterminators Endowed Scholarship

Arrow Exterminators

Bruce and Evelyn Bowman Scholarship

Bowman Termite and Pest Management

Daniel J. and Robert E. Klein Scholarship

Andrew Klein

Emily & Hugh Kendrick Family Scholarship

Emily and Hugh Kendrick

Joe Thomas Endowed Scholarship

Arrow Exterminators

New Jersey Pest Management Association Pest Professional Stewardship Scholarship

New Jersey Pest Management Association

Sprague Pest Solutions Scholarship

Sprague Pest Solutions

About NPMA

The National Pest Management Association (NPMA), a non-profit organization with over 4,000 members from around the world, was established in 1933 to support the pest management industry's commitment to the protection of public health, food and property. This commitment is reflected both in the continuing education of pest management professionals and the dissemination of timely information to homeowners and businesses.



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