Dear NPMA Members,

The year 2019 was significant for our association as we realized the full benefits of operating under one united, clear vision and mission set forth through our strategic plan that was established three years ago. Since then, NPMA has remained deeply focused on making consumer connections to drive positive public perception about the value of professional pest control, on protecting public health, and in serving as your advocate at the national and local level to form public policy and regulations.

The year was busy with much progress being made. Our dedicated NPMA team has worked seamlessly together year-round to establish and introduce new and exciting programming, benefits, resources, and training for our members.

In 2019 we had our highest membership renewal rates since the new dues structure was enacted in January 2019.

We’ve traveled the world making new global connections, visiting with five countries, and had more than 47 countries represented at PestWorld in San Diego this past October.

Our online resource center has grown significantly with enhanced online training opportunities, NPMA360 virtual reality videos, and our BugBytes podcast.

With the support of our membership, we fought to deliver thousands of grassroots messages to legislators in 2019, and we are proud to say that no bills were passed in 2019 that negatively affected the structural pest management industry.

The Professional Pest Management Alliance, NPMA’s consumer marketing arm, continued to work with the media to convey compelling public health messages to your customers.

QualityPro, NPMA’s credentialing program, celebrated it’s 15th anniversary this year and they continue to show the world how professional our industry is through their QualityPro accreditation and certification programs.

The Pest Management Foundation continues to fund critical research needed to fuel innovation and develop new technologies that will keep our industry on the forefront of success.

If you are a member of this association but not yet taking full advantage of all that is available to you, I strongly encourage you to dive in and discover everything that NPMA has to offer.

On behalf of the NPMA team, I wish you much success in the coming year!

Dominique Stumpf, CMP, CAE
Chief Executive Officer, NPMA
A LOOK AHEAD
OUR PATH FORWARD

NPMA supports members in being professional, knowledgeable, and profitable through education, industry leadership, public policy advocacy and growth of the market. This work is carefully guided through its strategic plan, P3 — Plan, Purpose, Progress.

The four pillars of P3 include Consumer Connections, Public Health Leadership, Member Engagement and Policy Makers and Regulators, and NPMA continues to integrate this guidance into all objectives and tactics in every facet of its programming, communications and outreach.

NPMA prides itself on providing quality educational programs, enhancing member resources, and strengthening our influence in the development of balanced and proactive legislation. Together with our membership, our industry is poised to meet challenges and take advantage of opportunities that lie ahead. The association looks forward to supporting the pest management industry and the critical responsibility it has for protecting public health, food and property from the diseases and dangers of pests.
A MESSAGE FROM THE PRESIDENT

Dear NPMA Members,

Over 30 years ago I was an oil field worker. In 1987 the oil business went into a slump and I, just like thousands of others, needed a job. I packed up my family and moved to Houston where I was hired as a commercial route technician by Orkin. At the time I was just happy to have found a job, but here I am many years later with a career in what I believe to be the very best industry in the world.

Our industry is all about the people, and our future success will only occur if we can continue to attract new talent - people who are dedicated to the mission of protecting public health and property, just like all of you. It is time that we open the door and invite people to discover the career opportunities in the pest management industry. A career in an industry that serves everyone around the world.

I am extremely proud of NPMA’s many accomplishments this year, but there is one initiative that really hits home for me. In October during the annual PestWorld conference, our association gained unanimous approval from the NPMA Board of Directors to move forward with a comprehensive workforce development initiative. This program will position NPMA as the advocate for prospective and current employees and will highlight pest control as a desirable industry with many career paths. The goal is to help all NPMA members meet our business demand, in addition to highlight the overall pride and professionalism that is evident in our industry. Most importantly, we plan to work with you, the members, to provide insight and share job opportunities. Our collaboration on this program will help set up the next generations for success in our industry. I really hope you are as excited about this initiative as I am, because moving our industry forward and beyond will take more people than we have access to now.

As I wrap up my time as NPMA President, I want to take a moment to not only thank the NPMA staff for their endeavors, but also to thank the NPMA Board of Directors and past presidents for their dedication in advancing the association this past year. Additionally, I want to thank all our members, whether you are in the office or out in the field, for all you do to support our mission. Together, we are working towards bettering the future of pest management, and I look forward to what our industry will accomplish in years to come.

Chris Gorecki
NPMA President, 2019/2020
Rollins, Inc., Atlanta, GA
**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**

- **Nearly 5,000 NPMA members**
- **364 NEW MEMBERS IN 2019**
- **22% increase in web traffic to npmapestworld.org from 2018**
- **24,542 grassroots messages sent to legislators**
- **3,589 TOTAL CEUs APPROVED IN 2019**
- **3,700+ pest management professionals attended PestWorld**
- **14 DEDICATED COMMITTEES**
- **27 DIRECTORS ON THE BOARD**
- **4 INTEREST GROUPS**
A growing number of consumers are actively seeking protection of their residences and businesses with pest control professionals, and NPMA continues to support that growth through its consumer marketing arm, the Professional Pest Management Alliance (PPMA). The vital work of this organization relies on 100 percent voluntary donations from pest control companies and suppliers in our industry to fund critical marketing and consumer awareness campaigns.

THE PROFESSIONAL PEST MANAGEMENT ALLIANCE
More than 2,400 news stories ran in 2019 across consumer print, online and broadcast media outlets. These important stories worked to educate the general public about the health and property risks associated with pests and the need to hire and use professional pest control services. With sought-after assets like the bi-annual Bug Barometer® forecast and Vector Sectors™ report, PPMA secured major national wins with 14 articles on Reader’s Digest online, six segments on The Weather Channel, two articles each on AccuWeather.com and Realtor.com and a piece on USA Today online, not to mention hundreds of local news stories in major markets across the country. Large scale consumer campaigns such as “Will They Eat It?” and Mosquito Multiplier garnered more than 5.6 million media impressions alone, as well as 1.2+ million video views of assets collected and created throughout each campaign. All this work drives back to PestWorld.org, the consumer website where users can learn more about pests and find NPMA member companies in the zip code locator.
NPMA leads the pest management industry in engaging with regulatory and legislators at the local, state and federal level. In 2019 the public policy team worked harder than ever on the industry’s behalf to expand our reach on the Hill and in the states, and continues to expand the State Policy Affairs Representative (SPAR) program. NPMA fought harmful policies that would have crippled our industry and pushed for the industry to have a voice in federal and state regulations.

**PUBLIC POLICY**

In 2019, NPMA created a Public Policy strategic plan and made tremendous strides towards completing it. We expanded our reach into new agencies, coalitions, and issues. At the federal level, we have continued to prioritize gaining federal pesticide preemption and lobbied aggressively for public health, tax and business issues. At the state-level, NPMA membership sent 24,542 grassroots messages to lawmakers and government officials. NPMA and SPARs engaged in 949 pieces of legislation and 273 regulations ranging from repealing pesticide preemption, rodenticide bans, pesticide bans, bed bug bills, tax increases, occupational licensing issues, advocating for pest control to be essential, and countless other issues.

The NPMA policy team continued to engage with EPA on important issues such as fumigation clearance devices, proposed pyrethroid and neonicotinoid label changes. Additionally, NPMA and ASPCRO collaborated on a successful three-day rodent control training workshop for EPA employees in cooperation with the New Orleans Mosquito Termite and Rodent Control Board.

**DISCOVER POPULAR MEMBER BENEFITS**

**NISSAN FLEET VEHICLE DISCOUNTS**: NPMA members can now save up to $8,500 per vehicle. **EXTREMELY POPULAR IN 2019!**

**CAROLINA PAYMENTS**: Credit card processing that works seamlessly with all pest management software. **NEW IN 2019!**

**FIND A PRO**: Get listed in front of more than 8 million consumers annually who visit www.pestworld.org and search for NPMA members in their zip code.

**EDUCATION & EVENTS**: Further your knowledge and earn CEUs at NPMA’s events or on our Online Learning Center.

**PEST PICTURES**: Hundreds of high-resolution pest images available for download and use on your website and marketing collateral.

**COMMUNITY**: Share collective knowledge with thousands of fellow PMPs on the Open Forum at My.NPMAPestWorld.org.

**NPMA BUGBYTES**: NPMA’s original podcast channel featuring engaging interviews with industry icons and researchers.

**CUSTOMIZABLE RESOURCES**: Take advantage of our technical expertise and design team by putting your company information on these pamphlets and sharing with your customers.
NPMA’s Resource Center provides a vast array of training, technical and business management resources specifically developed for the pest management industry and designed to help your company and employees succeed.

2019 HIGHLIGHTS
- Launched newly revised NPMA-33 WDI Inspection Report.
- Released “Pest Management Guidelines for Retail Food Handling Facilities and Restaurants” with 3 sections on communication, recordkeeping, and IPM for professionals that service restaurants.
- Updated the NPMA Mobile Field Guide PRO to include 8 new pests and added a new search function and pest ID key.

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<thead>
<tr>
<th>3,589 Total CEUs Approved in 2019</th>
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<tr>
<td>15,100 NPMA Mobile Field Guide PRO Downloads</td>
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<tr>
<td>1,767 Courses Completed in the NPMA Online Learning Center</td>
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<tr>
<td>700 Webinar Attendees: six Live Webinars Delivered</td>
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**EARN CREDITS ONLINE!**

- **28** Exclusive Training Courses
- **30+** States Accepting Online Credits
- **NEARLY 400** CEU Credits Available
WORLD-WIDE PUBLIC HEALTH INITIATIVE
From fighting mosquitoes that transmit dangerous and deadly diseases, protecting our food from cockroaches and rodents, defending businesses and homes from structure-crippling termites, to specializing in bed bug eradication — pest management professionals are defenders of public health and property and a catalyst for the world’s economy.

GLOBAL PEST MANAGEMENT COALITION
The Global Pest Management Coalition (GPMC) was founded in 2017 by pest management associations from around the world with the mission to act as a unified voice and promote the value of professional pest management, ensuring the protection of health, home, and businesses.
In 2019 QualityPro celebrated its 15th anniversary as the industry’s leading company accreditation and service certification program. QualityPro is proud of its mission to set 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. The Board focused the year on growing the brand awareness. A new marketing toolkit, cobranding checklist, and brand guide make it easy for companies of all sizes to show they have proven their professionalism on a national level by earning QualityPro accreditation — the mark of excellence in pest management. In addition, the industry website, npmaqualitypro.org, and consumer website, qualitypro.org, were refreshed with a new, modern look.

As always, accredited companies were kept up to date with changing HR regulations and offered model forms and policies to keep their hiring processes up-to-date in the challenging workforce market.

The Pest Management Foundation is a charitable organization affiliated with NPMA but is a separate entity with a unique Board of Trustees focusing on serving the industry by advancing research and education in urban/structural pest management. The Pest Management Foundation is funded entirely through donations from individuals and companies.

On February 24, 2019, the Pest Management Foundation hosted its second fundraising Gala Dinner to benefit the Foundation and its programs. More than 125 supporters joined us for a wonderful night with friends and colleagues to celebrate the good work that the Foundation is doing to support the pest management industry by raising more than $100,000 at this very special event.

Four Pest Management Foundation research projects were completed in 2019. Dr. Susan Jones at the Ohio State University finalized her research titled, “Using Protein Marking to Document Dispersal Behavior in Bed Bugs (Cimex lectularius) with Emphasis on Harborage Choice and Fidelity.”

Dr. Art Appel of Auburn University submitted a final report for the project titled, “Effects of House and Landscape Characteristics on the Abundance and Diversity of Perimeter Pests.”

Drs. Andrew Sutherland and Niamh Quinn, both from University of California Cooperative Extension completed work on “Evaluation of Outdoor Applications of Insecticide Baits as Alternative Management Tactics for Peridomestic Nuisance Cockroaches” and “Can Rodenticide Toxicosis be Mitigated by Changes in Management Practices?”

Examination of Two Different Bait Stations, their Placement, Visitations by Small Mammals and Birds, and their Interactions with Mesocarnivores. To view the final reports for these projects as well as an archive of past projects, visit www.npmafoundation.org.
NPMA’s success is contingent upon our ability to work in the best interests of our membership. In order to accomplish this, we seek guidance from the association’s Board and committee leadership. Hearing from different voices plays an important part in accomplishing our strategic goals, and all members are encouraged to get involved and help us shape our association.
CONGRATULATIONS TO THE 2019 AWARD AND ACHIEVEMENT RECIPIENTS

Pinnacle Award: Bobby Jenkins, ABC Home & Commercial Services
Women of Excellence Award: Suzanne Graham, Massey Services, Inc.
Young Entrepreneur Award: Chase Hazelwood, Go-Forth Pest Control
NPMA Gives Award: NorthWest Exterminating of Marietta, Georgia
PWIPM Professional Empowerment Grant: Bridget Anderson, ECOLAB and Ashley Sands, Future Services, Inc.
PestVets Veteran of the Year Award: Dave Ramsey, Copesan Services, Inc.
FMC Legislative Day Award: Jim Steed, Neighborly Pest Management
Committee of the Year: Professional Women in Pest Management
Committee Chair of the Year: Faye Golden, Cook’s Pest Control, Inc., Chair of the Diversity Council

NPMA COMMITTEES

Business Development Committee
Bylaws Committee
Commercial Committee
Finance & Audit Committee
Fumigation Committee
Marketing to Membership Committee
Nominating Committee
P3 Steering Committee
Public Policy Committee
Recruitment & Retention Committee
Technical Committee
Technology Committee
Wildlife Committee
Wood Destroying Organisms Committee
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.

EXECUTIVE LEADERSHIP PROGRAM
In 2019 we graduated our first class of successful Executive Leadership Program students and welcomed an enthusiastic third class into the program.

NPMA INTEREST GROUPS
In 2019, NPMA restructured the following to “Interest Groups” to accommodate for greater participation and to encourage member engagement. All members are welcome to participate!
- Diversity Council
- Leadership Networking Community (formerly the Leadership Development Group – we rebranded!)
- PestVets Council
- Professional Women in Pest Management
LEARN MORE ABOUT OUR UPCOMING EVENTS AT WWW.NPMAPESTWORLD.ORG.
ABOUT NPMA

The National Pest Management Association (NPMA), a non-profit organization with nearly 5,000 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.