



MAKING AN IMPACT

2018 ANNUAL REPORT



2018-19 BOARD OF DIRECTORS

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Management
Association

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Services, Inc.

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EnviroPest

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Steenwyk**

Clark Pest Control

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Pest Management
Systems, Inc.

ALLIED DIRECTORS

**Scott Reasons**

Syngenta Professional
Solutions

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PestWest LLC

ASSOCIATE DIRECTORS

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LETTER FROM THE CEO

DEAR STAKEHOLDERS,

When I reflect on our work as an organization over the last year, the word “action” resonates most in my mind. NPMA took action on behalf of — and in service to — our membership to develop programs and efforts to keep both your businesses and our industry positioned for growth. We took action to drive positive perception and awareness of the work you do. We took action to protect industry interests and effect change, fueled by the passion and need to make and have an impact.

NPMA works tirelessly to make a purposeful impact each and every day on the businesses and livelihoods of those in the pest management community. This commitment exemplifies our larger mission of protecting public health, food and property from the diseases and dangers associated with pests — a mission we dedicate ourselves to wholeheartedly.

The quality training, resources, tools and education NPMA provides empowers our members to continue to develop, grow and remain compliant in an industry that we all love so dearly, but that certainly always keeps us on our toes.

As we continue to invest in and expand these initiatives, we can't stress enough how important your role is in shaping opinions of our industry. Over the last year, NPMA has been collaborating with and listening to members in our community. Through continued collaboration and open communication, we can make a significant impact and drive positive progress together.

The NPMA staff remains focused on our strategic plan, executing on tactics geared towards making an impact through Member Engagement, Policy Makers and Regulators, Consumer Connections and Public Health Leadership.

Over the last year, NPMA provided members with engaging, new training materials with the launch of two programs in our online Resource Center, giving companies access to the latest advancements in science and technology that are impacting the pest management industry. NPMA360, a virtual

reality series delivers state-of-the-art training experiences via any mobile device or computer, and NPMA BUGBYTES, an original podcast channel, features engaging interviews with industry icons and researchers to help member companies learn and grow.

Our work also extended into public policy, where we maintained a strong and strategic position in regard to three priorities within the 2018 Farm Bill. We continue to aggressively defend public policy positions nationwide and to utilize and grow the State Policy Affairs Representative (SPAR) program. These efforts are crucial in our larger goal of eliciting change and preserving our interests in regulation and legislation, both on the Hill and in local municipalities.

Through the invaluable marketing support of our consumer marketing arm, the Professional Pest Management Alliance, we've shared our messages with target audiences in the news media, as well as across digital and social media outlets. These efforts drove over 5.7 million visitors to PestWorld.org and PestWorldForKids.org last year alone, and have had a profound impact on our success.

On the public health front, PPMA's public service announcement campaign done on our behalf and in partnership with the CDC has the support of PSA Directors across the country, educating Americans about the health risks associated with household pests. And QualityPro unveiled its new Public Health service certification, helping companies do more to further protect households against public health pest threats and to successfully market those high-standard services to their customers.

In a year where we welcomed 519 new member companies to our organization and hosted the largest PestWorld annual convention to date (4,000+ attendees!), we know the work we're doing together is indeed having a profound impact. The pride and investment in professionalism from both our organization and our members certainly made 2018 one for the books. We are energized, ready and poised for growth and we look forward to what the future holds.

Sincerely,



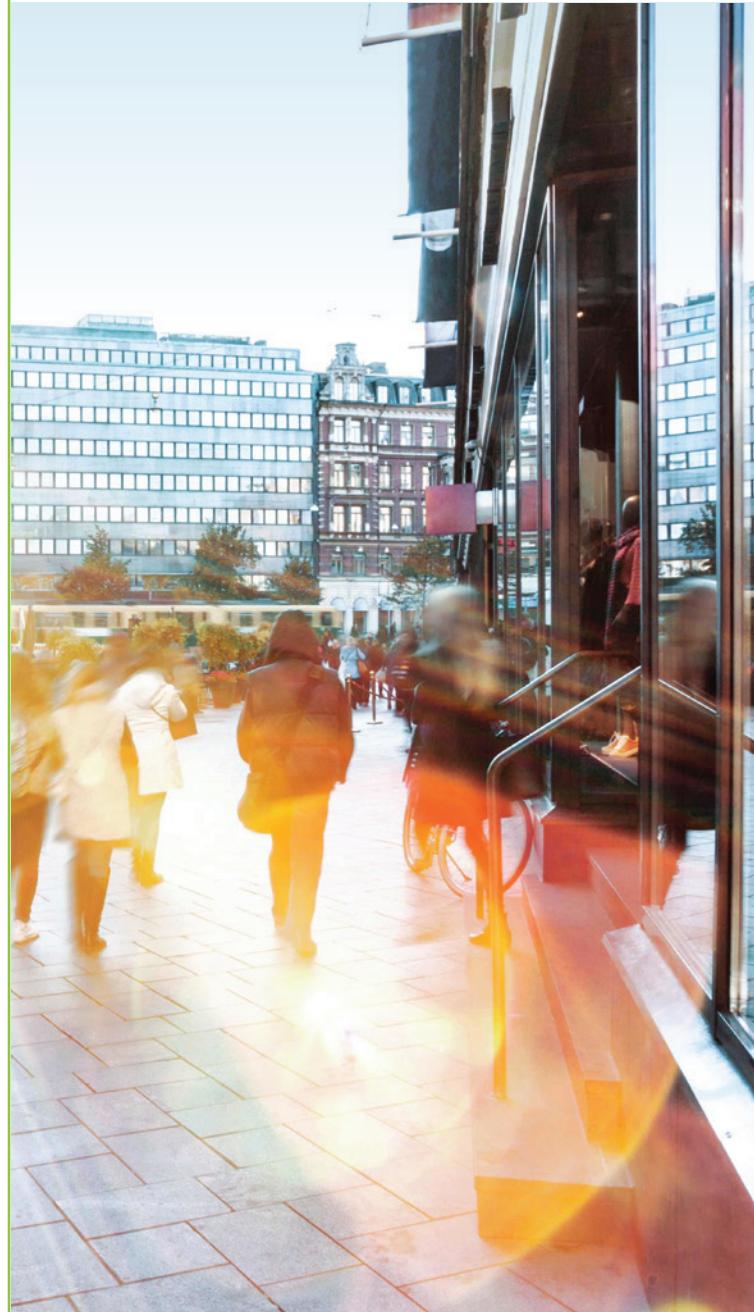
Dominique Stumpf
Chief Executive Officer, NPMA



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

To say the pest management industry has impacted my life would be an incredible understatement. I'm deeply connected to this industry because I grew up in it and have seen first-hand the value of a good work ethic, determination and a kind heart.

I watched my dad purchase a business and work hard as a one-man operation in San Antonio, Texas in 1965. I worked alongside my father and brothers in various roles and operations, and eventually became owner of my own business in Dallas-Fort Worth in 1989. Today, I continue to learn from and network with my peers and try to offer advice and encouragement to the next generation coming down the line through my involvement with NPMA.

When I look at this industry over the course of my life, I am in awe of where we have been and where we are headed. I'm proud of the progress, the level of professionalism and of the significant impact we have made. I truly believe that is what we do every single day in the pest management industry. We impact lives.

From the services we provide and the customers we protect, to the people we work with and the families they raise, to how we interact with vendors and the communities in which we serve — together, we impact hundreds of thousands of lives every day. It is both an incredible privilege and a tremendous responsibility.

From grain-to-train and store-to-table, we protect the food supply at every step. We guard the reputation of our clients by keeping facilities protected from infestations, and we protect homeowners and communities from the diseases and property risks associated with pests — many times throughout the course of their lives.

But it is so much more than that. How we conduct business, collaborate with colleagues and serve our communities defines

who we are. NPMA helps to foster and support companies in this journey, giving them ample resources to grow and learn.

In fact, 2018 was full of progress, development and growth opportunities for members through the training, resources and programming available through NPMA. Throughout the year, we equipped our 5,500+ members with the tools and means necessary to be successful industry leaders. From programs aimed at growing diversity in the workplace and initiatives like PestVets, which attracts veterans to our field, to new training experiences and exposure to technologies designed to improve our operations, it is an exciting time for our community.

So, if you're not yet fully engaging with NPMA and taking advantage of all the educational events, member benefits, expertise and offerings, please connect with us. Meet new people, share ideas and get involved! Decide how will you make an impact on this industry.

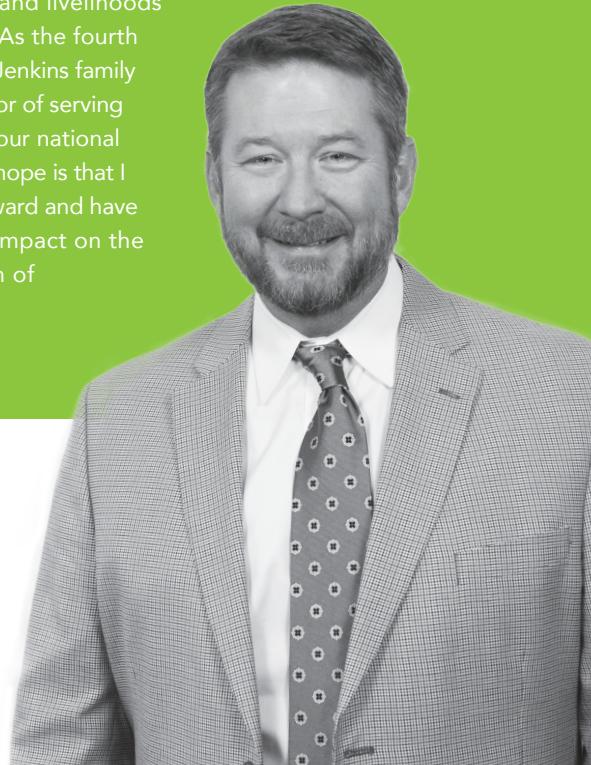
With my time as president winding down, I want to express my immense appreciation to the NPMA Board of Directors, staff and past presidents for their constant dedication to propelling this industry forward. NPMA's tireless work and commitment to the people and businesses of the pest management community has contributed greatly to the success of our industry and livelihoods over the years. As the fourth member of the Jenkins family to have the honor of serving as president of our national association, my hope is that I have paid it forward and have had a positive impact on the exciting growth of our industry.



Dennis Jenkins

NPMA President, 2018/2019

ABC Home & Commercial Services, Dallas, TX



ENSURING THE FUTURE OF OUR INDUSTRY

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

27

NPMA BOARD OF DIRECTORS



387

INSECT IDENTIFICATIONS
PERFORMED BY NPMA
ENTOMOLOGISTS



19

DEDICATED COMMITTEES



133,811

TOTAL MILES FLOWN
BY DEDICATED STAFF



519

NEW MEMBERS
IN 2018



4,000+

LARGEST TOTAL
PESTWORLD
ATTENDANCE EVER

INDUSTRY OVERVIEW

135,510
SERVICE
TECHNICIANS



19,586
COMPANIES



\$8.9+
BILLION IN
ANNUAL REVENUE



MAKING AN **IMPACT**

MEMBER ENGAGEMENT

An increasing number of pest management companies are using NPMA benefits to improve the quality of their businesses. Through various initiatives, NPMA continues to increase member awareness of and engagement in NPMA resources, and encourages local industry leaders to promote the value of membership in NPMA.

EXECUTIVE LEADERSHIP GROUP

2018 marked the conclusion of the second year of the Executive Leadership Program, a resource created to find committed, driven and engaged individuals from across the country who are passionate about bettering NPMA and enhancing the membership experience for all members while connecting with industry leaders. Each year, a new class begins a two-year planned curriculum that prepares them for success both in the field and in the office.

The ELP program is an excellent opportunity to learn how to make a bigger impact in our industry and improve as a leader.

Mike Bullert

President, Big Time Pest Control
Anderson, CA

ELP has given me a launching pad to feel confident and talk to people I otherwise would not have the courage to talk to.

Audrey Hall

President, Eco Serve Pest Services
Orchard Park, NY

MAKING AN **IMPACT**

CONSUMER CONNECTIONS

A growing number of consumers are actively seeking protection of their residences and businesses with pest management professionals, and NPMA continues to support that growth through consumer education and other available industry tools.



THE PROFESSIONAL PEST MANAGEMENT ALLIANCE

More than 1,500 news stories ran in 2018 educating the public about common household pests and the importance of partnering with a licensed pest control professional. Through various initiatives, including seasonal forecasts like the bi-annual Bug Barometer® report and Vector Sectors™ list, PPMA secured six segments on The Weather Channel, nine Reader's Digest online articles, three Today.com pieces, in addition to hundreds of local news stories across the country. Large scale

initiatives like the Tiny Termite House, which offered consumers a behind-the-scenes look at the destructive nature of termites, garnered over 36.6 million media impressions alone, as well as 1+ million online video views of assets collected and created throughout the campaign.



1,500+

TOTAL MEDIA PLACEMENTS



409,459,708

TOTAL IMPRESSIONS



5,748,658

UNIQUE VISITS TO CONSUMER WEBSITES

MEMBER BENEFITS

NPMA LAUNCHED TWO NEW RESOURCE CENTER PROGRAMS AT PESTWORLD 2018

The NPMA Resource Center is a one-stop-shop with a vast array of up-to-the-minute technical and business management resources designed to help your company succeed.

NPMA 360

NPMA360 is a virtual reality training series that delivers state-of-the-art training experiences to any mobile device or computer. Don't forget to subscribe to be sure you never miss an episode!



NPMA BUGBYTES

NPMA's original podcast channel features engaging interviews with industry icons and researchers. Learn about the latest science and technology impacting the pest management industry today!



TOP 5 BENEFITS OF MEMBERSHIP

1. Online Learning Center:

The resource center provides a vast array of up-to-the-minute technical and business management resources specifically developed for the pest management industry and designed to help your company succeed. Start exploring now: <https://npmapestworld.org/resourcecenter>.



2. MyNPMA Open Forum:

At MyNPMA, you can seek help from other members for your specific challenges, create your own communities based on specific interests, and download professional pest photos for use in your marketing collateral, sample charts of accounts, business operations survey, sample contracts, marketing material and much more! All members have access to MyNPMA and you can learn more about the site by visiting my.npmapestworld.org.



3. Mobile Field Guide:

The Mobile Field Guide offers users an easy way to access information on over 200 different structural pests, with high resolution photos and charts for confident identification. PMPs will also be able to send an email directly to NPMA experts about a certain pest, create individual notes, take photos, reference the glossary or browse saved files.



4. QualityPro Service Certifications and OSHA Toolbox:

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. NPMA members have access to the OSHA Toolbox, a comprehensive website including resources for OSHA inspection, posting requirements, state plans, respiratory protection and injury and illness reporting. To log on, visit www.qualityprotools.org and enter "osha" as both the username and password.



5. PPMA Mainframe:

Does your company need a marketing boost that doesn't break the budget? Consider using Mainframe, an online digital agency powered by the Professional Pest Management Alliance (PPMA). This exclusive subscription service enables companies to access comprehensive marketing materials to jumpstart or supplement existing marketing, public relations, social media and advertising efforts.

MAKING AN **IMPACT**

PUBLIC HEALTH LEADERSHIP

The NPMA and professional pest management companies are the trusted sources for protection from pest related health threats. As such, NPMA aims to increase the frequency of government agencies, allied groups and impacted industries reaching out to NPMA on pest related public health issues; increase the frequency of media contacting NPMA and prepare local member companies regarding public health pest related news; increase the number of pest control companies and other organizations who reach out to NPMA when a public health crisis occurs; and lead improved coordination of public health issues with related international organizations.



QUALITYPRO

In 2018, QualityPro began drafting the standards for its fourth certification: QualityPro Public Health. QualityPro accredited companies will be able to certify that their mosquito and rodent services are science-based, effective and commercially viable. The certification will also ensure that technicians have the demonstrated knowledge to perform these services.

The QualityPro Board of Directors worked closely with an 11-person task force to develop the QualityPro Public Health service certification standards and establish a formal process for earning and maintaining the credentials. The task force was comprised of representatives from the National Pest Management Association, the American Mosquito Control Association, the National Environmental Health Association, the Centers for Disease Control and Prevention, and the Entomological Society of America, in addition to participants from a vector control district, universities, and pest management companies.



MAKING AN **IMPACT** AROUND THE GLOBE

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.

During the Coalition's first council vote in December 2018, members selected a new council of nine leaders from pest management associations worldwide. These leaders were chosen based on their service, passion and dedication for the industry.

GLOBAL PEST MANAGEMENT COALITION COUNCIL

Vasili Tsoutouras, Chair

CEO of Allstate Pest Control, South Australian Director of the Australian Environmental Pest Managers Association (ARPMA) and President of the National Board of the Federation of Asian & Oceania Pest Managers Associations (FAOPMA)

Moisés Capetillo González, Vice Chair

President of the National Association of Urban Pest Controllers, A.C. ANCPU Mexico

Dominique Stumpf, CMP, CAE, Secretary/Treasurer

CEO of National Pest Management Association (NPMA), USA

Mirko Baraga, Director

Fénix, Latin-American Association of Professionals in Pest Management, Cordoba Pest Management Association, Argentina

Paloma Castro, Director

Secretary General of the Confederation of European Pest Management Associations (CEPA)

Carlos V. Peçanha, Director

President of the Federation of Pest Control Associations of Brazil (FEPFRAG) and President of Rio Grande do Sul Pest Management Association

Alberto Ponjoan, Director

Former President of ADEPAP, the Association of Pest Control Companies of Catalonia

Jaldhi R. Trivedi, Director

President of the Indian Pest Control Association (IPCA)

Chris Gorecki, Director

Vice President of Operational Support at Orkin

“

As Chair of the Global Pest Management Coalition, I look forward to collaborating with this strong group of individuals to ensure we are continuing to share important information and consistent messaging throughout our associations. Together, we will work towards our common goals of promoting professionalism of the pest management industry and take advantage of the global impact that can be made when we coordinate a worldwide action.



Vasili Tsoutouras

CEO, Allstate Pest Control
Adelaide, Australia

MAKING AN **IMPACT**

REGULATORS AND POLICY MAKERS

NPMA is recognized as a leader in the development of balanced and forward thinking legislation and regulations, and strives to increase the level of engagement of each member as it relates to public policy initiatives while expanding the responsibilities of State Policy Affairs Representative (SPARs), improving relationships with related business groups and forming coalitions of like-minded associations on issues where there are potential partnerships.



PUBLIC POLICY

In 2018, NPMA maintained a whole-hearted push for three priorities within the 2018 Farm Bill, and continued to aggressively defend public policy positions in the states and continues to utilize and grow the SPAR program. We submitted three formal comments to Federal Agencies and raised close to \$40,000 for our PAC.



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. All donations are tax deductible — both personal and corporate donations are accepted.

The Pest Management Foundation currently has three ongoing research projects, two of which are scheduled for completion in spring 2019.

UC Davis Project – Examining two different bait stations, their placement, visitations by small mammals and birds, and their interaction with mesocarnivores to answer the question: Can rodenticide toxicosis be mitigated by changes in management practices?

Auburn University Project – Effects of house and landscape characteristics on the abundance and diversity of perimeter pests

Ohio State University – Using Protein Marking to Document Dispersal Behavior in Bed Bugs (*Cimex lectularius*) with Emphasis on Harborage Choice and Fidelity



THE NPMA COMMUNITY

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.



NPMA COMMITTEES



- Business Development Committee
- By-Laws Committee
- Commercial Committee
- Diversity Committee
- Finance and Audit Committee
- Fumigation Committee
- Leadership Development Group
- Marketing to Membership Committee
- Nominating Committee
- P3 Steering Committee
- PestVets Committee
- Professional Women in Pest Management
- Public Policy Committee
- Recruitment & Retention Committee
- Super 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.



BASF
We create chemistry



CORTEVA
agricience
Agriculture Division of DowDuPont™



syngenta

2018 AWARDS AND ACHIEVEMENT RECIPIENTS

The National Pest Management Association would like to congratulate the following:



NPMA awarded Harvey Massey, founder and CEO of Massey Services, with the Pinnacle Award for his outstanding contributions to NPMA and the industry.

Pinnacle Award – Harvey Massey, Massey Services, Inc.

Young Entrepreneur Award – Kevin Thorn, Thorn Pest Solutions

Women of Excellence Award – Amy Chapman, Corteva Agriscience

PWIPM Professional Empowerment Grant – Teresa Brannon, Cook's Pest Control and Rachel Alexander, Advantage Pest Control

Global Ambassador – Xiaoyun Huang, Chinese Pest Control Association

Committee of the Year – Public Policy

Chairperson of the Year – Bobby Jenkins (Blue Ribbon Membership Task Force)

NPMA Gives – Enviropest

Key 2019-2020 Meeting Dates:

July 16-18, 2019

NPMA Academy 2019

Sheraton Grand at Wild Horse Pass
Phoenix, AZ

July 25-27, 2019

Carolinas/Mid-Atlantic Summer Conference

Hilton Myrtle Beach
Myrtle Beach, SC

October 15-18, 2019

PestWorld 2019

San Diego Convention Center
San Diego, CA

December 4-6, 2019

Technology Summit 2019

Georgia Tech Center
Atlanta, GA

January 15-17, 2020

Eastern Conference 2020

Harrah's Resort Atlantic City
Atlantic City, NJ

February 4-6, 2020

Wildlife Expo 2020

The LINQ Hotel and Casino
Las Vegas, NV

February 11-12, 2020

Southern Conference 2020

Hilton Memphis
Memphis, TN

March 8-10, 2020

Legislative Day 2020

Capital Hilton
Washington, D.C.

June 2020

CEPA/NPMA Global Summit for Food Safety and Public Health

June 2020

Executive Leadership Forum

Check out npmapestworld.org for meeting information and updates.

ABOUT THE NATIONAL PEST MANAGEMENT ASSOCIATION

The National Pest Management Association (NPMA), a non-profit organization with more than 5,500 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.



National Pest Management Association

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