



March 6, 2014

To Whom It May Concern:

I am writing to notify you that **Knockout Pest Control, Inc.** is one of the inaugural members of QualityPro & GreenPro, the mark of excellence in pest management. Currently they are one of 150 companies nationwide that have qualified for the prestigious acclamation as a GreenPro Company. As a member of this exclusive group **Knockout Pest Control, Inc.** has placed itself in the top echelon of pest management companies in the country.

QualityPro companies voluntarily ascribe to a set of qualifications that go above and beyond any state or federal requirements. These include:

- Doing criminal background checks on all employees;
- Practicing environmentally responsible pest control;
- Employing only highly-trained, credentialed employees;
- Offering a clear, easy-to-understand warranty and termite service agreement;
- Maintaining an up-to-date insurance policy;
- Advertising truthfully and ethically;
- Checking employee references, and driving history;
- Maintaining a drug-free workplace.

Companies that have become GreenPro certified must take additional steps that include:

- All technicians providing green services must complete a comprehensive exam dedicated to verifying individual knowledge of environmentally responsible pest management.
- A minimum of one manager per company must attend an approved GreenPro Manager's training seminar to gain an in-depth understanding of how to educate employees and consumers on ways to control pests, while protecting human health and the environment.
- When administering a green pest management service, technicians and sales staff must strictly adhere to a all-inclusive set of standards outlining steps for inspection, monitoring and products application to ensure the least invasive measures are followed throughout the program.

To ensure companies commitments to practicing environmentally responsible pest management services, members of the QualityPro and GreenPro program are required undergo audits that prove compliance with program qualifications. This guarantees that all new service techs of **Knockout Pest Control, Inc.** that are sent to service your account are immediately trained, tested and ready to work for you upon hire.

The Web site, www.whatisqualitypro.org contains more information about what QualityPro qualifications are and www.certifiedgreenpro.org outlines what is required when providing a green service. I personally feel that this program truly sets **Knockout Pest Control, Inc.** apart from non-QualityPro companies.

If you have any questions, call me at 703-352-6762 or email me aarchitect@pestworld.org.

Sincerely,

A handwritten signature in cursive script that reads "Andrew Architect".

Andrew Architect

Executive Director QualityPro