

2018

Diversity Study



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The findings cited in this report are based on a survey sponsored by the National Pest Management Association (NPMA) and *Pest Control Technology (PCT)*. The purpose of this research project was to gather information regarding diversity in the pest control industry workforce.

## PURPOSE AND METHOD

The survey sample of 11,378 included all emailable contacts in the following two segments:

- primary company contacts in NPMA's membership list in the United States and Canada
- recipients of *PCT* at unique companies in the United States and Canada and with titles of executive, owner, partner, president, or technical direct (excluding those classified as non-pest control operator businesses)

The online survey was designed jointly by NPMA, *PCT*, and Readex. Development and hosting of the survey website, emailing of survey invitations, and cleaning/tabulation of survey responses were handled by Readex.

On November 1, 2018, Readex contacted all sample members via an email in the name of NPMA's CEO and *PCT*'s publisher, which included a link to the survey, asking for their participation in the study. As an incentive to participate, respondents were able to enter into a drawing for a chance to win one of three \$100 Visa gift cards. It was also mentioned that results from the survey would be published in an upcoming issue of *PCT*. Reminder emails were sent on November 5, 8, and 15 to those with deliverable email addresses who had not yet responded.

The survey was closed for tabulation on November 21, 2018, with 468 total responses—a 4% response rate. To accurately represent the audience of interest, the results are based on the 431 companies that are pest control service providers, suppliers to the pest control industry, or manufacturers of pest control products. As with any research, the results should be interpreted with the potential of non-response bias in mind. It is unknown how those who responded to the survey may be different from those who did not respond. In general, the higher the response rate, the lower the probability of estimation errors due to non-response and thus, the more stable the results.

The margin of error for percentages based on the 431 companies that are either service providers, suppliers, or manufacturers within the pest control industry is  $\pm 4.6$  percentage points at the 95% confidence level. The margin of error for percentages based on smaller sample sizes will be larger.

Readex Research is a nationally recognized independent research company located in Stillwater, Minnesota. Its roots are in survey research for the magazine publishing industry, but specialization in conducting high-quality survey research (by mail and/or the Internet) has brought clients from many other markets, including associations, corporate marketers and communicators, and government agencies. Since its founding in 1947, Readex has completed thousands of surveys for hundreds of different clients.

As a full-service survey research supplier, Readex offers professional services, and in-house processing of all phases of each project (traditional mailing, broadcast emailing, and data processing) to ensure complete control over project quality and schedule. Analytical capabilities include a range of multivariate statistics and modeling techniques in addition to the more traditional stub-and-banner tabulations.

This survey was conducted and this report was prepared by Readex in accordance with accepted research standards and practices. A complete report containing all survey results was provided to CLIENT.

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### DATA TABLES

#### Data Interpretation

In addition to percentages, three summary statistics may be presented in this report for numeric variables.

A **mean** is the arithmetic average of a distribution (i.e., a set of values). Because it is arithmetically calculated, it can be multiplied by the population represented to present a total volume estimate. For example, if 100 survey respondents (representing 10,000 people in the population) reported mean expenditures of \$100 each, total expenditures for that population are estimated as  $10,000 \times \$100 = \$1,000,000$ . Means are very much influenced by extremely large or extremely small values in the distribution (e.g., one millionaire can substantially raise an estimate of average income).

Means for grouped data are calculated using the midpoint of each range. The lowest-valued group is represented by its largest value; the highest-valued group by its lowest.

The **standard error** measures the variability associated with the survey's estimate of a population mean. The standard error is analogous to the margin of error associated with percentages: that is, 95% of the time we expect the true (unknown) population mean to be within plus-or-minus two standard errors of the mean calculated from the sample. A standard error that is large in proportion to the mean indicates a high level of statistical instability; trending and projections against such estimates should be undertaken cautiously.

A **median** is the value that lies at the middle of a distribution: that is, 50% of the values are above it and 50% are below. It represents the "typical" response, and is not influenced by extreme values. For most distributions, the median will be either roughly equal to, or significantly smaller than the mean.

Medians for grouped data are calculated by locating the group which contains the 50th percentile, then interpolating between the lower and upper bounds to estimate the precise value. Only the values listed *above* the statistics on a data table are used in the calculations.

Tables may have **statistical significance testing** enabled, comparing means and proportions between selected columns. Z-scores for differences are calculated where both tabulation bases are  $\geq 30$ , assuming the statistics are derived from sufficiently large unweighted probability samples drawn from much larger independent populations. Differences found significant at the 95% confidence level are reported by appearance of one or more letters under the result, indicating from which tested column(s) to the left that statistic differs (if any).

When assumptions are met, significance testing accounts for the effect of sampling error on comparisons; if all assumptions are not met, the reader is advised to use test results cautiously. If results have been unit weighted, the statistical testing should be viewed only as a general guideline to highlighting potential differences. Effects of other potential sources of imprecision (nonresponse bias, item reliability, respondent error, etc.) are not similarly quantifiable, and may be of greater magnitude than sampling error.

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### Key to Tables

|   | TOTAL | -----REGION----- |         |       |       |        | MBE CERTIFIED/<br>ELIGIBLE |      | ---NUMBER OF EMPLOYEES--- |        |       |
|---|-------|------------------|---------|-------|-------|--------|----------------------------|------|---------------------------|--------|-------|
|   |       | Northeast        | Midwest | South | West  | Canada | yes                        | no   | 2 - 4                     | 5 - 19 | 20+   |
| base: pest control industry<br>service providers, suppliers, or manufacturers | 431   | 76               | 76      | 157   | 83    | 38     | 121                        | 309  | 139                       | 161    | 62    |
| margin of error at 95% confidence<br>(percentage points):                     | ±4.6  | ±11.0            | ±11.0   | ±7.7  | ±10.5 | ±15.6  | ±8.7                       | ±5.5 | ±8.1                      | ±7.6   | ±12.2 |

\*The margin of error for results based on fewer than 30 responses cannot be meaningfully calculated and the results are considered statistically unstable.

| Segment                | Description  |
|------------------------|--|
| TOTAL                  | all respondents  |
| REGION                 | those classified in the list as being located in:  |
| Northeast              | Northeast (CT, MA, ME, NH, RI, VT, NJ, NY, PA)   |
| Midwest                | Midwest (IL, IN, MI, OH, WI, IA, KS, MN, MO, NE, ND, SD)   |
| South                  | South (DC, DE, FL, GA, MD, NC, PR/VI, SC, VA, WV, AL, KY, MS, TN, AR, LA, OK, TX)                              |
| West                   | West (AZ, CO, ID, MT, NM, NV, UT, WY, AK, CA, HI, OR, WA)  |
| Canada                 | Canada   |
| MBE CERTIFIED/ELIGIBLE | when asked if their company is officially certified as a minority business enterprise (MBE), those indicating: |
| yes                    | yes, or no: but would qualify  |
| no                     | no   |
| NUMBER OF EMPLOYEES    | those indicating the total number of individuals their company currently employs (full and part time) as:      |
| 2 - 4                  | 2 - 4  |
| 5 - 19                 | 5 - 19   |
| 20+                    | 20 or more   |

TABLE 001 page 1

### Company

1. What best describes the type of company you currently own or work for?

|                                       | TOTAL       | -----REGION----- |                |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|---------------------------------------|-------------|------------------|----------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|                                       |             | Northeast        | Midwest        | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|                                       | a           | b                | c              | d           | e          | f          | g                          | h           | i                         | j           | k          |
| base: all respondents                 | 468<br>100% | 83<br>100%       | 79<br>100%     | 173<br>100% | 92<br>100% | 40<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100% |
| pest control service provider         | 418<br>89%  | 71<br>86%        | 75<br>95%<br>b | 153<br>88%  | 80<br>87%  | 38<br>95%  | 117<br>97%                 | 300<br>97%  | 136<br>98%                | 154<br>96%  | 59<br>95%  |
| supplier to the pest control industry | 7<br>1%     | 2<br>2%          | 1<br>1%        | 2<br>1%     | 2<br>2%    | 0<br>0%    | 3<br>2%                    | 4<br>1%     | 1<br>1%                   | 4<br>2%     | 2<br>3%    |
| manufacturer of pest control products | 6<br>1%     | 3<br>4%          | 0<br>0%        | 2<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 5<br>2%     | 2<br>1%                   | 3<br>2%     | 1<br>2%    |
| other                                 | 34<br>7%    | 7<br>8%          | 3<br>4%        | 14<br>8%    | 8<br>9%    | 2<br>5%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| not currently employed                | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| retired                               | 3<br>1%     | 0<br>0%          | 0<br>0%        | 2<br>1%     | 1<br>1%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| no answer                             | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |

TABLE 002 page 1

**Company [Based on Qualified Respondents]**

1. What best describes the type of company you currently own or work for?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100% |
| pest control service provider  | 418<br>97%  | 71<br>93%        | 75<br>99%  | 153<br>97%  | 80<br>96%  | 38<br>100% | 117<br>97%                 | 300<br>97%  | 136<br>98%                | 154<br>96%  | 59<br>95%  |
| supplier to the pest control<br>industry   | 7<br>2%     | 2<br>3%          | 1<br>1%    | 2<br>1%     | 2<br>2%    | 0<br>0%    | 3<br>2%                    | 4<br>1%     | 1<br>1%                   | 4<br>2%     | 2<br>3%    |
| manufacturer of pest control<br>products   | 6<br>1%     | 3<br>4%          | 0<br>0%    | 2<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 5<br>2%     | 2<br>1%                   | 3<br>2%     | 1<br>2%    |
| other  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| not currently employed   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| retired  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |

TABLE 003 page 1

### MBE Certified

2. Is your company officially certified as a minority business enterprise (MBE)?

|  | TOTAL       | -----REGION----- |            |             |                 |                  | MBE CERTIFIED/<br>ELIGIBLE |                  | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|-----------------|------------------|----------------------------|------------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West            | Canada           | yes                        | no               | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e               | f                | g                          | h                | i                         | j           | k          |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%      | 38<br>100%       | 121<br>100%                | 309<br>100%      | 139<br>100%               | 161<br>100% | 62<br>100% |
| yes  | 56<br>13%   | 11<br>14%        | 7<br>9%    | 15<br>10%   | 18<br>22%<br>cd | 5<br>13%         | 56<br>46%                  | 0<br>0%<br>g     | 19<br>14%                 | 22<br>14%   | 9<br>15%   |
| no   | 309<br>72%  | 52<br>68%        | 62<br>82%  | 111<br>71%  | 50<br>60%<br>c  | 33<br>87%<br>bde | 0<br>0%                    | 309<br>100%<br>g | 95<br>68%                 | 118<br>73%  | 42<br>68%  |
| no: but would qualify  | 65<br>15%   | 13<br>17%        | 7<br>9%    | 30<br>19%   | 15<br>18%       | 0<br>0%<br>bde   | 65<br>54%                  | 0<br>0%<br>g     | 25<br>18%                 | 21<br>13%   | 11<br>18%  |
| no answer  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%         | 0<br>0%          | 0<br>0%                    | 0<br>0%          | 0<br>0%                   | 0<br>0%     | 0<br>0%    |

TABLE 004 page 1

### MBE Ownership Categories

2a. If yes, into which of these categories does your company's more than 51% ownership fall, if any?

|  | TOTAL      | -----REGION----- |           |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |    | ---NUMBER OF EMPLOYEES--- |            |           |
|--|------------|------------------|-----------|------------|------------|-----------|----------------------------|----|---------------------------|------------|-----------|
|  |            | Northeast        | Midwest   | South      | West       | Canada    | yes                        | no | 2 - 4                     | 5 - 19     | 20+       |
|  | a          | b                | c         | d          | e          | f         | g                          | h  | i                         | j          | k         |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers officially<br>certified as a minority business<br>enterprise (multiple answers) | 56<br>100% | 11<br>100%       | 7<br>100% | 15<br>100% | 18<br>100% | 5<br>100% | 56<br>100%                 |    | 19<br>100%                | 22<br>100% | 9<br>100% |
| Women owned  | 31<br>55%  | 8<br>73%         | 4<br>57%  | 10<br>67%  | 9<br>50%   | 0<br>0%   | 31<br>55%                  |    | 11<br>58%                 | 14<br>64%  | 5<br>56%  |
| Ethnic group owned (Asian,<br>Black, Hispanic or Native<br>American)   | 18<br>32%  | 2<br>18%         | 2<br>29%  | 4<br>27%   | 8<br>44%   | 2<br>40%  | 18<br>32%                  |    | 5<br>26%                  | 10<br>45%  | 2<br>22%  |
| Veteran owned  | 11<br>20%  | 1<br>9%          | 2<br>29%  | 2<br>13%   | 6<br>33%   | 0<br>0%   | 11<br>20%                  |    | 3<br>16%                  | 2<br>9%    | 2<br>22%  |
| indicated at least one   | 53<br>95%  | 11<br>100%       | 7<br>100% | 15<br>100% | 18<br>100% | 2<br>40%  | 53<br>95%                  |    | 18<br>95%                 | 21<br>95%  | 9<br>100% |
| no answer  | 3<br>5%    | 0<br>0%          | 0<br>0%   | 0<br>0%    | 0<br>0%    | 3<br>60%  | 3<br>5%                    |    | 1<br>5%                   | 1<br>5%    | 0<br>0%   |

TABLE 005 page 1

### Number of Employees: Median Summary

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|   | TOTAL | -----REGION----- |         |       |      |        | MBE CERTIFIED/<br>ELIGIBLE |    | ---NUMBER OF EMPLOYEES--- |        |     |
|---|-------|------------------|---------|-------|------|--------|----------------------------|----|---------------------------|--------|-----|
|   |       | Northeast        | Midwest | South | West | Canada | yes                        | no | 2 - 4                     | 5 - 19 | 20+ |
|   | a     | b                | c       | d     | e    | f      | g                          | h  | i                         | j      | k   |
| MEDIAN SUMMARY  |       |                  |         |       |      |        |                            |    |                           |        |     |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers answering<br>(fill-in answers) |       |                  |         |       |      |        |                            |    |                           |        |     |
| technicians   | 2     | 2                | 3       | 3     | 3    | 2      | 2                          | 2  | 1                         | 4      | 19  |
| management  | 1     | 1                | 1       | 1     | 1    | 1      | 1                          | 1  | 1                         | 2      | 5   |
| office staff  | 1     | 1                | 1       | 1     | 1    | 1      | 1                          | 1  | 0                         | 2      | 6   |
| salespeople   | 0     | 0                | 0       | 0     | 0    | 0      | 0                          | 0  | 0                         | 0      | 3   |
| other employees   | 0     | 0                | 0       | 0     | 0    | 0      | 0                          | 0  | 0                         | 0      | 1   |
| TOTAL EMPLOYEES =   | 5     | 4                | 5       | 5     | 5    | 4      | 5                          | 5  | 3                         | 9      | 35  |



TABLE 006 page 1

### Number of Employees: Management

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|  | TOTAL       | -----REGION----- |            |                 |                |                 | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-----------------|----------------|-----------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South           | West           | Canada          | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d               | e              | f               | g                          | h           | i                         | j              | k               |
| MANAGEMENT   |             |                  |            |                 |                |                 |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%     | 83<br>100%     | 38<br>100%      | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 20 or more   | 8<br>2%     | 0<br>0%          | 3<br>4%    | 4<br>3%         | 1<br>1%        | 0<br>0%         | 0<br>0%                    | 8<br>3%     | 0<br>0%                   | 0<br>0%        | 8<br>13%<br>ij  |
| 10 - 19  | 4<br>1%     | 1<br>1%          | 0<br>0%    | 2<br>1%         | 1<br>1%        | 0<br>0%         | 1<br>1%                    | 3<br>1%     | 0<br>0%                   | 0<br>0%        | 4<br>6%<br>ij   |
| 5 - 9  | 25<br>6%    | 2<br>3%          | 2<br>3%    | 16<br>10%<br>bc | 5<br>6%        | 0<br>0%<br>d    | 10<br>8%                   | 15<br>5%    | 0<br>0%                   | 5<br>3%<br>i   | 20<br>32%<br>ij |
| 4  | 16<br>4%    | 3<br>4%          | 4<br>5%    | 5<br>3%         | 3<br>4%        | 1<br>3%         | 5<br>4%                    | 11<br>4%    | 0<br>0%                   | 4<br>2%        | 12<br>19%<br>ij |
| 3  | 34<br>8%    | 6<br>8%          | 6<br>8%    | 9<br>6%         | 13<br>16%<br>d | 0<br>0%<br>e    | 10<br>8%                   | 24<br>8%    | 2<br>1%                   | 22<br>14%<br>i | 10<br>16%<br>i  |
| 2  | 84<br>19%   | 13<br>17%        | 12<br>16%  | 32<br>20%       | 18<br>22%      | 9<br>24%        | 22<br>18%                  | 62<br>20%   | 9<br>6%                   | 67<br>42%<br>i | 8<br>13%<br>j   |
| 1  | 193<br>45%  | 38<br>50%        | 35<br>46%  | 69<br>44%       | 33<br>40%      | 17<br>45%       | 58<br>48%                  | 135<br>44%  | 102<br>73%                | 57<br>35%<br>i | 0<br>0%<br>ij   |
| none   | 67<br>16%   | 13<br>17%        | 14<br>18%  | 20<br>13%       | 9<br>11%       | 11<br>29%<br>de | 15<br>12%                  | 51<br>17%   | 26<br>19%                 | 6<br>4%<br>i   | 0<br>0%<br>i    |
| mean:*   | 3.5         | 1.6              | 2.6        | 6.1             | 2.3            | 1.0<br>bce      | 1.9                        | 4.1         | 0.9                       | 1.9<br>i       | 16.9            |
| standard error:  | 1.23        | 0.24             | 0.71       | 3.35            | 0.48           | 0.14            | 0.18                       | 1.71        | 0.05                      | 0.08           | 8.41            |
| median:  | 1           | 1                | 1          | 1               | 1              | 1               | 1                          | 1           | 1                         | 2              | 5               |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%         | 0<br>0%        | 0<br>0%         | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |

\*Means significant difference from median due to large firm report(s).

TABLE 007 page 1

### Number of Employees: Office Staff

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j              | k               |
| OFFICE STAFF   |             |                  |            |             |            |            |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 20 or more   | 10<br>2%    | 1<br>1%          | 2<br>3%    | 6<br>4%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 9<br>3%     | 0<br>0%                   | 0<br>0%        | 10<br>16%<br>ij |
| 10 - 19  | 9<br>2%     | 0<br>0%          | 1<br>1%    | 5<br>3%     | 2<br>2%    | 1<br>3%    | 4<br>3%                    | 5<br>2%     | 0<br>0%                   | 0<br>0%        | 9<br>15%<br>ij  |
| 5 - 9  | 24<br>6%    | 5<br>7%          | 5<br>7%    | 7<br>4%     | 6<br>7%    | 1<br>3%    | 9<br>7%                    | 15<br>5%    | 0<br>0%                   | 4<br>2%        | 20<br>32%<br>ij |
| 4  | 15<br>3%    | 3<br>4%          | 4<br>5%    | 6<br>4%     | 1<br>1%    | 1<br>3%    | 5<br>4%                    | 10<br>3%    | 0<br>0%                   | 7<br>4%<br>i   | 8<br>13%<br>ij  |
| 3  | 38<br>9%    | 7<br>9%          | 5<br>7%    | 17<br>11%   | 8<br>10%   | 1<br>3%    | 12<br>10%                  | 26<br>8%    | 0<br>0%                   | 27<br>17%<br>i | 11<br>18%<br>i  |
| 2  | 53<br>12%   | 8<br>11%         | 9<br>12%   | 21<br>13%   | 10<br>12%  | 5<br>13%   | 13<br>11%                  | 40<br>13%   | 2<br>1%                   | 48<br>30%<br>i | 3<br>5%<br>j    |
| 1  | 128<br>30%  | 27<br>36%        | 22<br>29%  | 41<br>26%   | 28<br>34%  | 10<br>26%  | 36<br>30%                  | 92<br>30%   | 59<br>42%                 | 67<br>42%      | 1<br>2%<br>ij   |
| none   | 154<br>36%  | 25<br>33%        | 28<br>37%  | 54<br>34%   | 27<br>33%  | 19<br>50%  | 41<br>34%                  | 112<br>36%  | 78<br>56%                 | 8<br>5%<br>i   | 0<br>0%<br>i    |
| mean:*   | 2.9         | 1.7              | 2.4        | 4.8         | 2.0        | 1.2        | 2.0                        | 3.3         | 0.5                       | 1.8<br>i       | 14.7<br>ij      |
| standard error:  | 0.74        | 0.33             | 0.68       | 1.98        | 0.43       | 0.35       | 0.31                       | 1.02        | 0.04                      | 0.08<br>i      | 4.90<br>ij      |
| median:  | 1           | 1                | 1          | 1           | 1          | 1          | 1                          | 1           | 0                         | 2              | 6               |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |

\*Means significant difference from median due to large firm report(s).

TABLE 008 page 1

### Number of Employees: Salespeople

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|  | TOTAL       | -----REGION----- |            |                |            |                 | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|----------------|------------|-----------------|----------------------------|----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West       | Canada          | yes                        | no             | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d              | e          | f               | g                          | h              | i                         | j              | k               |
| SALESPEOPLE  |             |                  |            |                |            |                 |                            |                |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%    | 83<br>100% | 38<br>100%      | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 20 or more   | 5<br>1%     | 0<br>0%          | 1<br>1%    | 3<br>2%        | 1<br>1%    | 0<br>0%         | 0<br>0%                    | 5<br>2%        | 0<br>0%                   | 0<br>0%        | 5<br>8%<br>ij   |
| 10 - 19  | 9<br>2%     | 1<br>1%          | 2<br>3%    | 4<br>3%        | 2<br>2%    | 0<br>0%         | 2<br>2%                    | 7<br>2%        | 0<br>0%                   | 0<br>0%        | 9<br>15%<br>ij  |
| 5 - 9  | 6<br>1%     | 0<br>0%          | 1<br>1%    | 3<br>2%        | 2<br>2%    | 0<br>0%         | 4<br>3%                    | 2<br>1%<br>g   | 0<br>0%                   | 1<br>1%        | 5<br>8%<br>ij   |
| 4  | 6<br>1%     | 1<br>1%          | 0<br>0%    | 5<br>3%        | 0<br>0%    | 0<br>0%         | 0<br>0%                    | 6<br>2%        | 0<br>0%                   | 0<br>0%        | 6<br>10%<br>ij  |
| 3  | 11<br>3%    | 3<br>4%          | 2<br>3%    | 5<br>3%        | 1<br>1%    | 0<br>0%         | 3<br>2%                    | 8<br>3%        | 0<br>0%                   | 3<br>2%        | 8<br>13%<br>ij  |
| 2  | 20<br>5%    | 3<br>4%          | 2<br>3%    | 10<br>6%       | 5<br>6%    | 0<br>0%         | 6<br>5%                    | 14<br>5%       | 0<br>0%                   | 8<br>5%<br>i   | 12<br>19%<br>ij |
| 1  | 67<br>16%   | 10<br>13%        | 12<br>16%  | 29<br>18%      | 12<br>14%  | 4<br>11%        | 28<br>23%                  | 39<br>13%<br>g | 9<br>6%                   | 52<br>32%<br>i | 5<br>8%<br>j    |
| none   | 307<br>71%  | 58<br>76%        | 56<br>74%  | 98<br>62%<br>b | 60<br>72%  | 34<br>89%<br>de | 78<br>64%                  | 228<br>74%     | 130<br>94%                | 97<br>60%<br>i | 12<br>19%<br>ij |
| mean:*   | 1.9         | 0.5              | 1.1        | 3.7            | 1.1        | 0.1<br>bce      | 0.8                        | 2.3            | 0.1                       | 0.5<br>i       | 11.5<br>i       |
| standard error:  | 0.83        | 0.18             | 0.41       | 2.25           | 0.41       | 0.05            | 0.16                       | 1.16           | 0.02                      | 0.06           | 5.65            |
| median:  | 0           | 0                | 0          | 0              | 0          | 0               | 0                          | 0              | 0                         | 0              | 3               |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%    | 0<br>0%         | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%        | 0<br>0%         |

\*Means significant difference from median due to large firm report(s).

TABLE 009 page 1

### Number of Employees: Technicians

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|  | TOTAL       | -----REGION----- |            |               |            |              | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|---------------|------------|--------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South         | West       | Canada       | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d             | e          | f            | g                          | h           | i                         | j              | k               |
| TECHNICIANS  |             |                  |            |               |            |              |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%   | 83<br>100% | 38<br>100%   | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 20 or more   | 30<br>7%    | 5<br>7%          | 6<br>8%    | 15<br>10%     | 4<br>5%    | 0<br>0%<br>d | 11<br>9%                   | 19<br>6%    | 0<br>0%                   | 0<br>0%        | 30<br>48%<br>ij |
| 10 - 19  | 44<br>10%   | 5<br>7%          | 8<br>11%   | 20<br>13%     | 9<br>11%   | 2<br>5%      | 11<br>9%                   | 33<br>11%   | 0<br>0%                   | 20<br>12%<br>i | 24<br>39%<br>ij |
| 5 - 9  | 62<br>14%   | 9<br>12%         | 12<br>16%  | 20<br>13%     | 14<br>17%  | 7<br>18%     | 12<br>10%                  | 50<br>16%   | 0<br>0%                   | 57<br>35%<br>i | 5<br>8%<br>ij   |
| 4  | 28<br>6%    | 2<br>3%          | 3<br>4%    | 14<br>9%      | 7<br>8%    | 2<br>5%      | 8<br>7%                    | 20<br>6%    | 0<br>0%                   | 26<br>16%<br>i | 2<br>3%<br>ij   |
| 3  | 49<br>11%   | 13<br>17%        | 11<br>14%  | 11<br>7%<br>b | 8<br>10%   | 6<br>16%     | 18<br>15%                  | 31<br>10%   | 14<br>10%                 | 35<br>22%<br>i | 0<br>0%<br>ij   |
| 2  | 55<br>13%   | 13<br>17%        | 9<br>12%   | 17<br>11%     | 13<br>16%  | 3<br>8%      | 20<br>17%                  | 35<br>11%   | 44<br>32%                 | 11<br>7%<br>i  | 0<br>0%<br>ij   |
| 1  | 91<br>21%   | 18<br>24%        | 14<br>18%  | 33<br>21%     | 14<br>17%  | 11<br>29%    | 24<br>20%                  | 67<br>22%   | 62<br>45%                 | 5<br>3%<br>i   | 0<br>0%<br>i    |
| none   | 72<br>17%   | 11<br>14%        | 13<br>17%  | 27<br>17%     | 14<br>17%  | 7<br>18%     | 17<br>14%                  | 54<br>17%   | 19<br>14%                 | 7<br>4%<br>i   | 1<br>2%<br>i    |
| mean:*   | 9.3         | 5.4              | 8.6        | 14.6          | 6.6        | 3.1<br>c     | 5.8                        | 10.8        | 1.4                       | 5.1<br>i       | 48.2<br>ij      |
| standard error:  | 2.27        | 1.43             | 2.65       | 5.95          | 1.97       | 0.60         | 0.86                       | 3.15        | 0.07                      | 0.24           | 14.92           |
| median:  | 2           | 2                | 3          | 3             | 3          | 2            | 2                          | 2           | 1                         | 4              | 19              |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%       | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |

\*Means significant difference from median due to large firm report(s).

TABLE 010 page 1

### Number of Employees: Other Employees

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j               | k               |
| OTHER EMPLOYEES  |             |                  |            |             |            |            |                            |             |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| 20 or more   | 6<br>1%     | 0<br>0%          | 1<br>1%    | 2<br>1%     | 3<br>4%    | 0<br>0%    | 1<br>1%                    | 5<br>2%     | 0<br>0%                   | 0<br>0%         | 6<br>10%<br>ij  |
| 10 - 19  | 4<br>1%     | 0<br>0%          | 1<br>1%    | 1<br>1%     | 2<br>2%    | 0<br>0%    | 1<br>1%                    | 3<br>1%     | 0<br>0%                   | 1<br>1%         | 3<br>5%<br>ij   |
| 5 - 9  | 8<br>2%     | 1<br>1%          | 3<br>4%    | 2<br>1%     | 2<br>2%    | 0<br>0%    | 3<br>2%                    | 5<br>2%     | 0<br>0%                   | 4<br>2%         | 4<br>6%<br>i    |
| 4  | 3<br>1%     | 0<br>0%          | 1<br>1%    | 2<br>1%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 3<br>1%     | 0<br>0%                   | 2<br>1%         | 1<br>2%         |
| 3  | 7<br>2%     | 1<br>1%          | 1<br>1%    | 2<br>1%     | 2<br>2%    | 1<br>3%    | 3<br>2%                    | 4<br>1%     | 1<br>1%                   | 2<br>1%         | 4<br>6%<br>ij   |
| 2  | 17<br>4%    | 4<br>5%          | 1<br>1%    | 6<br>4%     | 3<br>4%    | 3<br>8%    | 2<br>2%                    | 15<br>5%    | 1<br>1%                   | 5<br>3%         | 11<br>18%<br>ij |
| 1  | 48<br>11%   | 11<br>14%        | 5<br>7%    | 19<br>12%   | 8<br>10%   | 5<br>13%   | 12<br>10%                  | 35<br>11%   | 10<br>7%                  | 16<br>10%       | 13<br>21%<br>ij |
| none   | 338<br>78%  | 59<br>78%        | 63<br>83%  | 123<br>78%  | 63<br>76%  | 29<br>76%  | 99<br>82%                  | 239<br>77%  | 127<br>91%                | 131<br>81%<br>i | 20<br>32%<br>ij |
| mean:*   | 1.1         | 0.4              | 0.9        | 0.8         | 3.0        | 0.4        | 0.7                        | 1.2         | 0.1                       | 0.4<br>i        | 6.1<br>ij       |
| standard error:<br>median:   | 0.32<br>0   | 0.09<br>0        | 0.35<br>0  | 0.26<br>0   | 1.56<br>0  | 0.12<br>0  | 0.27<br>0                  | 0.44<br>0   | 0.03<br>0                 | 0.10<br>0       | 2.13<br>1       |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |

\*Means significant difference from median due to large firm report(s).

TABLE 011 page 1

### Number of Employees: Total Employees

3. How many individuals does your company currently employ (full and part-time) in each of the following functional areas?

|  | TOTAL       | -----REGION----- |            |             |                |                | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|----------------|----------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada         | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e              | f              | g                          | h           | i                         | j              | k               |
| TOTAL EMPLOYEES  |             |                  |            |             |                |                |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%     | 38<br>100%     | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 30 or more   | 41<br>10%   | 5<br>7%          | 6<br>8%    | 21<br>13%   | 9<br>11%       | 0<br>0%<br>de  | 15<br>12%                  | 26<br>8%    | 0<br>0%                   | 0<br>0%        | 41<br>66%<br>ij |
| 20 - 29  | 21<br>5%    | 3<br>4%          | 4<br>5%    | 7<br>4%     | 5<br>6%        | 2<br>5%        | 5<br>4%                    | 16<br>5%    | 0<br>0%                   | 0<br>0%        | 21<br>34%<br>ij |
| 10 - 19  | 73<br>17%   | 12<br>16%        | 11<br>14%  | 29<br>18%   | 15<br>18%      | 6<br>16%       | 18<br>15%                  | 55<br>18%   | 0<br>0%                   | 73<br>45%<br>i | 0<br>0%<br>j    |
| 5 - 9  | 88<br>20%   | 17<br>22%        | 22<br>29%  | 30<br>19%   | 13<br>16%<br>c | 6<br>16%       | 25<br>21%                  | 63<br>20%   | 0<br>0%                   | 88<br>55%<br>i | 0<br>0%<br>j    |
| 4  | 43<br>10%   | 11<br>14%        | 4<br>5%    | 11<br>7%    | 10<br>12%      | 7<br>18%<br>cd | 14<br>12%                  | 29<br>9%    | 43<br>31%                 | 0<br>0%<br>i   | 0<br>0%<br>i    |
| 3  | 41<br>10%   | 5<br>7%          | 7<br>9%    | 16<br>10%   | 10<br>12%      | 3<br>8%        | 15<br>12%                  | 26<br>8%    | 41<br>29%                 | 0<br>0%<br>i   | 0<br>0%<br>i    |
| 2  | 55<br>13%   | 12<br>16%        | 7<br>9%    | 15<br>10%   | 14<br>17%      | 6<br>16%       | 15<br>12%                  | 40<br>13%   | 55<br>40%                 | 0<br>0%<br>i   | 0<br>0%<br>i    |
| 1  | 69<br>16%   | 11<br>14%        | 15<br>20%  | 28<br>18%   | 7<br>8%<br>cd  | 8<br>21%       | 14<br>12%                  | 54<br>17%   | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| mean:*   | 18.8        | 9.6              | 15.5       | 30.0        | 15.0           | 5.8<br>ce      | 11.2                       | 21.8        | 2.9                       | 9.7<br>i       | 97.4<br>ij      |
| standard error:  | 5.11        | 2.16             | 4.55       | 13.67       | 3.63           | 1.03           | 1.48                       | 7.11        | 0.07                      | 0.33           | 34.07           |
| median:  | 5           | 4                | 5          | 5           | 5              | 4              | 5                          | 5           | 3                         | 9              | 35              |
| no answer  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%        | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |

\*Means significant difference from median due to large firm report(s).

TABLE 012 page 1

### Proportion of Employees By Race: Mean Summary

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|   | TOTAL  | -----REGION----- |           |             |              |            | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |           |             |
|---|--------|------------------|-----------|-------------|--------------|------------|----------------------------|------------|---------------------------|-----------|-------------|
|   |        | Northeast        | Midwest   | South       | West         | Canada     | yes                        | no         | 2 - 4                     | 5 - 19    | 20+         |
|   | a      | b                | c         | d           | e            | f          | g                          | h          | i                         | j         | k           |
| MEAN SUMMARY  |        |                  |           |             |              |            |                            |            |                           |           |             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers answering<br>(fill-in answers) |        |                  |           |             |              |            |                            |            |                           |           |             |
| White   | 78.5%  | 80.6%            | 86.3%     | 79.5%<br>bc | 64.5%<br>bc  | 84.9%<br>e | 65.3%                      | 83.4%<br>g | 83.4%                     | 75.0%     | 68.4%<br>ij |
| Black or African American   | 4.4%   | 5.6%             | 5.3%      | 6.1%        | 1.0%<br>bd   | 1.0%<br>bd | 7.0%                       | 3.4%       | 1.7%                      | 5.7%<br>i | 9.4%<br>i   |
| Asian   | 1.5%   | 1.3%             | 0.2%      | 0.9%        | 2.7%<br>c    | 4.0%       | 3.6%                       | 0.7%       | 1.8%                      | 1.1%      | 1.3%        |
| American Indian or Alaska Native  | 1.1%   | 0.1%             | 0.1%      | 1.7%        | 2.2%         | 0.3%       | 2.3%                       | 0.7%       | 0.8%                      | 1.9%      | 0.4%        |
| Native Hawaiian and other<br>Pacific Islander   | 0.9%   | 0.0%             | 0.3%      | 0.1%        | 3.9%<br>bcd  | 0.0%<br>e  | 1.6%                       | 0.6%       | 0.9%                      | 0.5%      | 2.5%        |
| other race  | 5.1%   | 6.2%             | 0.4%<br>b | 5.2%<br>c   | 8.9%<br>c    | 2.9%<br>e  | 7.2%                       | 4.3%       | 3.6%                      | 6.5%      | 7.6%        |
| mixed race (two or more races)  | 6.0%   | 2.8%             | 4.0%      | 3.4%        | 16.6%<br>bcd | 3.3%<br>e  | 10.9%                      | 4.2%<br>g  | 6.0%                      | 6.1%      | 8.0%        |
| don't know  | 2.7%   | 3.3%             | 3.5%      | 3.1%        | 0.2%         | 3.6%       | 2.2%                       | 2.8%       | 1.8%                      | 3.1%      | 2.4%        |
| TOTAL =   | 100.0% | 100.0%           | 100.0%    | 100.0%      | 100.0%       | 100.0%     | 100.0%                     | 100.0%     | 100.0%                    | 100.0%    | 100.0%      |

TABLE 013 page 1

### Proportion of Employees By Race: Mixed Race

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |                |                  |               | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|-------------|----------------|------------------|---------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest     | South          | West             | Canada        | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c           | d              | e                | f             | g                          | h               | i                         | j              | k               |
| MIXED RACE (TWO OR MORE RACES)   |             |                  |             |                |                  |               |                            |                 |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100%  | 157<br>100%    | 83<br>100%       | 38<br>100%    | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 10<br>2%    | 0<br>0%          | 2<br>3%     | 2<br>1%        | 6<br>7%<br>bd    | 0<br>0%       | 5<br>4%                    | 5<br>2%         | 3<br>2%                   | 4<br>2%        | 1<br>2%         |
| 75% - 99%  | 3<br>1%     | 0<br>0%          | 0<br>0%     | 0<br>0%        | 3<br>4%<br>d     | 0<br>0%       | 3<br>2%                    | 0<br>0%<br>g    | 1<br>1%                   | 1<br>1%        | 1<br>2%         |
| 50% - 74%  | 5<br>1%     | 1<br>1%          | 0<br>0%     | 1<br>1%        | 3<br>4%          | 0<br>0%       | 2<br>2%                    | 3<br>1%         | 4<br>3%                   | 0<br>0%<br>i   | 1<br>2%         |
| 25% - 49%  | 13<br>3%    | 2<br>3%          | 2<br>3%     | 3<br>2%        | 4<br>5%          | 2<br>5%       | 5<br>4%                    | 8<br>3%         | 5<br>4%                   | 5<br>3%        | 3<br>5%         |
| 10% - 24%  | 28<br>6%    | 6<br>8%          | 2<br>3%     | 8<br>5%        | 9<br>11%<br>c    | 3<br>8%       | 12<br>10%                  | 16<br>5%        | 1<br>1%                   | 21<br>13%<br>i | 6<br>10%<br>i   |
| 1% - 9%  | 24<br>6%    | 6<br>8%          | 3<br>4%     | 6<br>4%        | 8<br>10%         | 1<br>3%       | 6<br>5%                    | 18<br>6%        | 0<br>0%                   | 8<br>5%<br>i   | 16<br>26%<br>ij |
| none   | 307<br>71%  | 60<br>79%        | 61<br>80%   | 114<br>73%     | 44<br>53%<br>bcd | 27<br>71%     | 73<br>60%                  | 234<br>76%<br>g | 110<br>79%                | 115<br>71%     | 28<br>45%<br>ij |
| mean:  | 6.0%        | 2.8%             | 4.0%        | 3.4%           | 16.6%<br>bcd     | 3.3%<br>e     | 10.9%                      | 4.2%<br>g       | 6.0%                      | 6.1%           | 8.0%            |
| standard error:<br>median:   | 0.95%<br>0% | 0.93%<br>0%      | 2.05%<br>0% | 1.21%<br>0%    | 3.51%<br>0%      | 1.40%<br>0%   | 2.44%<br>0%                | 0.91%<br>0%     | 1.76%<br>0%               | 1.44%<br>0%    | 2.61%<br>0%     |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%     | 23<br>15%<br>b | 6<br>7%          | 5<br>13%<br>b | 15<br>12%                  | 25<br>8%        | 15<br>11%                 | 7<br>4%<br>i   | 6<br>10%        |



TABLE 014 page 1

### Proportion of Employees By Race: White

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL        | -----REGION----- |               |                 |                  |                | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|--------------|------------------|---------------|-----------------|------------------|----------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |              | Northeast        | Midwest       | South           | West             | Canada         | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a            | b                | c             | d               | e                | f              | g                          | h               | i                         | j              | k               |
| WHITE  |              |                  |               |                 |                  |                |                            |                 |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100%  | 76<br>100%       | 76<br>100%    | 157<br>100%     | 83<br>100%       | 38<br>100%     | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 188<br>44%   | 40<br>53%        | 42<br>55%     | 61<br>39%<br>bc | 23<br>28%<br>bc  | 21<br>55%<br>e | 34<br>28%                  | 154<br>50%<br>g | 88<br>63%                 | 50<br>31%<br>i | 2<br>3%<br>ij   |
| 75% - 99%  | 100<br>23%   | 18<br>24%        | 18<br>24%     | 42<br>27%       | 16<br>19%        | 6<br>16%       | 32<br>26%                  | 68<br>22%       | 9<br>6%                   | 58<br>36%<br>i | 32<br>52%<br>ij |
| 50% - 74%  | 46<br>11%    | 7<br>9%          | 4<br>5%       | 13<br>8%        | 18<br>22%<br>bcd | 4<br>11%       | 9<br>7%                    | 37<br>12%       | 13<br>9%                  | 23<br>14%      | 10<br>16%       |
| 25% - 49%  | 14<br>3%     | 3<br>4%          | 0<br>0%       | 6<br>4%         | 5<br>6%<br>c     | 0<br>0%        | 7<br>6%                    | 7<br>2%         | 5<br>4%                   | 3<br>2%        | 6<br>10%<br>j   |
| 10% - 24%  | 8<br>2%      | 1<br>1%          | 0<br>0%       | 1<br>1%         | 6<br>7%<br>cd    | 0<br>0%        | 6<br>5%                    | 2<br>1%<br>g    | 0<br>0%                   | 6<br>4%<br>i   | 2<br>3%<br>i    |
| 1% - 9%  | 1<br>0%      | 0<br>0%          | 0<br>0%       | 1<br>1%         | 0<br>0%          | 0<br>0%        | 0<br>0%                    | 1<br>0%         | 0<br>0%                   | 1<br>1%        | 0<br>0%         |
| none   | 33<br>8%     | 6<br>8%          | 6<br>8%       | 10<br>6%        | 9<br>11%         | 2<br>5%        | 18<br>15%                  | 15<br>5%<br>g   | 9<br>6%                   | 13<br>8%       | 4<br>6%         |
| mean:  | 78.5%        | 80.6%            | 86.3%         | 79.5%<br>bc     | 64.5%<br>bc      | 84.9%<br>e     | 65.3%                      | 83.4%<br>g      | 83.4%                     | 75.0%          | 68.4%<br>ij     |
| standard error:<br>median:   | 1.59%<br>98% | 3.48%<br>100%    | 3.42%<br>100% | 2.60%<br>92%    | 4.02%<br>75%     | 4.65%<br>100%  | 3.68%<br>80%               | 1.61%<br>100%   | 2.71%<br>100%             | 2.50%<br>86%   | 3.93%<br>80%    |
| no answer  | 41<br>10%    | 1<br>1%          | 6<br>8%       | 23<br>15%<br>b  | 6<br>7%          | 5<br>13%<br>b  | 15<br>12%                  | 25<br>8%        | 15<br>11%                 | 7<br>4%<br>i   | 6<br>10%        |

TABLE 015 page 1

### Proportion of Employees By Race: Black or African American

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                |                |                | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|----------------|----------------|----------------|----------------------------|--------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West           | Canada         | yes                        | no           | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d              | e              | f              | g                          | h            | i                         | j               | k               |
| BLACK OR AFRICAN AMERICAN  |             |                  |            |                |                |                |                            |              |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%    | 83<br>100%     | 38<br>100%     | 121<br>100%                | 309<br>100%  | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| 100%   | 3<br>1%     | 0<br>0%          | 2<br>3%    | 1<br>1%        | 0<br>0%        | 0<br>0%        | 3<br>2%                    | 0<br>0%<br>g | 1<br>1%                   | 1<br>1%         | 0<br>0%         |
| 75% - 99%  | 2<br>0%     | 1<br>1%          | 0<br>0%    | 1<br>1%        | 0<br>0%        | 0<br>0%        | 2<br>2%                    | 0<br>0%<br>g | 0<br>0%                   | 2<br>1%         | 0<br>0%         |
| 50% - 74%  | 2<br>0%     | 0<br>0%          | 0<br>0%    | 2<br>1%        | 0<br>0%        | 0<br>0%        | 0<br>0%                    | 2<br>1%      | 0<br>0%                   | 0<br>0%         | 2<br>3%<br>ij   |
| 25% - 49%  | 15<br>3%    | 6<br>8%          | 2<br>3%    | 6<br>4%        | 1<br>1%<br>b   | 0<br>0%        | 5<br>4%                    | 10<br>3%     | 4<br>3%                   | 8<br>5%         | 3<br>5%         |
| 10% - 24%  | 38<br>9%    | 8<br>11%         | 6<br>8%    | 21<br>13%      | 1<br>1%<br>bcd | 2<br>5%        | 8<br>7%                    | 30<br>10%    | 0<br>0%                   | 22<br>14%<br>i  | 16<br>26%<br>ij |
| 1% - 9%  | 27<br>6%    | 3<br>4%          | 7<br>9%    | 9<br>6%        | 7<br>8%        | 1<br>3%        | 6<br>5%                    | 21<br>7%     | 0<br>0%                   | 8<br>5%<br>i    | 19<br>31%<br>ij |
| none   | 303<br>70%  | 57<br>75%        | 53<br>70%  | 94<br>60%<br>b | 68<br>82%<br>d | 30<br>79%<br>d | 82<br>68%                  | 221<br>72%   | 119<br>86%                | 113<br>70%<br>i | 16<br>26%<br>ij |
| mean:  | 4.4%        | 5.6%             | 5.3%       | 6.1%           | 1.0%<br>bd     | 1.0%<br>bd     | 7.0%                       | 3.4%         | 1.7%                      | 5.7%<br>i       | 9.4%<br>i       |
| standard error:  | 0.66%       | 1.52%            | 2.09%      | 1.28%          | 0.48%          | 0.67%          | 2.03%                      | 0.50%        | 0.91%                     | 1.19%           | 1.59%           |
| median:  | 0%          | 0%               | 0%         | 0%             | 0%             | 0%             | 0%                         | 0%           | 0%                        | 0%              | 5%              |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%    | 23<br>15%<br>b | 6<br>7%        | 5<br>13%<br>b  | 15<br>12%                  | 25<br>8%     | 15<br>11%                 | 7<br>4%<br>i    | 6<br>10%        |

TABLE 016 page 1

### Proportion of Employees By Race: American Indian or Alaska Native

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| AMERICAN INDIAN OR ALASKA NATIVE   |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100% |
| 100%   | 2<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 1<br>0%     | 1<br>1%                   | 1<br>1%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 25% - 49%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 10% - 24%  | 8<br>2%     | 1<br>1%          | 0<br>0%    | 6<br>4%     | 0<br>0%    | 1<br>3%    | 5<br>4%                    | 3<br>1%     | 0<br>0%                   | 7<br>4%     | 0<br>0%    |
| 1% - 9%  | 11<br>3%    | 0<br>0%          | 2<br>3%    | 6<br>4%     | 3<br>4%    | 0<br>0%    | 3<br>2%                    | 8<br>3%     | 0<br>0%                   | 2<br>1%     | 9<br>15%   |
| none   | 367<br>85%  | 74<br>97%        | 68<br>89%  | 120<br>76%  | 72<br>87%  | 32<br>84%  | 96<br>79%                  | 271<br>88%  | 123<br>88%                | 142<br>88%  | 47<br>76%  |
|  |             |                  | b          | bc          | b          | b          |                            | g           |                           |             | ij         |
| mean:  | 1.1%        | 0.1%             | 0.1%       | 1.7%        | 2.2%       | 0.3%       | 2.3%                       | 0.7%        | 0.8%                      | 1.9%        | 0.4%       |
| standard error:  | 0.41%       | 0.13%            | 0.09%      | 0.82%       | 1.49%      | 0.30%      | 1.12%                      | 0.38%       | 0.81%                     | 0.81%       | 0.14%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%    | 23<br>15%   | 6<br>7%    | 5<br>13%   | 15<br>12%                  | 25<br>8%    | 15<br>11%                 | 7<br>4%     | 6<br>10%   |
|  |             |                  |            | b           |            | b          |                            |             |                           | i           |            |

TABLE 017 page 1

### Proportion of Employees By Race: Asian

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |                |                 |                |                | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|----------------|-----------------|----------------|----------------|----------------------------|--------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest        | South           | West           | Canada         | yes                        | no           | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c              | d               | e              | f              | g                          | h            | i                         | j            | k               |
| ASIAN  |             |                  |                |                 |                |                |                            |              |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100%     | 83<br>100%     | 38<br>100%     | 121<br>100%                | 309<br>100%  | 139<br>100%               | 161<br>100%  | 62<br>100%      |
| 100%   | 2<br>0%     | 1<br>1%          | 0<br>0%        | 0<br>0%         | 0<br>0%        | 1<br>3%<br>d   | 2<br>2%                    | 0<br>0%<br>g | 1<br>1%                   | 0<br>0%      | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 0<br>0%        | 0<br>0%        | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 50% - 74%  | 3<br>1%     | 0<br>0%          | 0<br>0%        | 1<br>1%         | 2<br>2%        | 0<br>0%        | 2<br>2%                    | 1<br>0%      | 2<br>1%                   | 1<br>1%      | 0<br>0%         |
| 25% - 49%  | 3<br>1%     | 0<br>0%          | 0<br>0%        | 1<br>1%         | 1<br>1%        | 1<br>3%        | 2<br>2%                    | 1<br>0%      | 1<br>1%                   | 1<br>1%      | 1<br>2%         |
| 10% - 24%  | 5<br>1%     | 0<br>0%          | 0<br>0%        | 2<br>1%         | 3<br>4%        | 0<br>0%        | 0<br>0%                    | 5<br>2%      | 0<br>0%                   | 4<br>2%      | 1<br>2%         |
| 1% - 9%  | 11<br>3%    | 0<br>0%          | 4<br>5%<br>b   | 4<br>3%         | 2<br>2%        | 1<br>3%        | 2<br>2%                    | 9<br>3%      | 0<br>0%                   | 1<br>1%      | 10<br>16%<br>ij |
| none   | 366<br>85%  | 74<br>97%        | 66<br>87%<br>b | 126<br>80%<br>b | 69<br>83%<br>b | 30<br>79%<br>b | 98<br>81%                  | 268<br>87%   | 120<br>86%                | 147<br>91%   | 44<br>71%<br>ij |
| mean:  | 1.5%        | 1.3%             | 0.2%           | 0.9%            | 2.7%<br>c      | 4.0%           | 3.6%                       | 0.7%         | 1.8%                      | 1.1%         | 1.3%            |
| standard error:  | 0.46%       | 1.33%            | 0.10%          | 0.45%           | 1.19%          | 3.10%          | 1.56%                      | 0.24%        | 1.00%                     | 0.51%        | 0.59%           |
| median:  | 0%          | 0%               | 0%             | 0%              | 0%             | 0%             | 0%                         | 0%           | 0%                        | 0%           | 0%              |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%        | 23<br>15%<br>b  | 6<br>7%        | 5<br>13%<br>b  | 15<br>12%                  | 25<br>8%     | 15<br>11%                 | 7<br>4%<br>i | 6<br>10%        |

TABLE 018 page 1

### Proportion of Employees By Race: Native Hawaiian and Other Pacific Islander

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |                |                 |                |                | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |              |                |
|--|-------------|------------------|----------------|-----------------|----------------|----------------|----------------------------|--------------|---------------------------|--------------|----------------|
|  |             | Northeast        | Midwest        | South           | West           | Canada         | yes                        | no           | 2 - 4                     | 5 - 19       | 20+            |
|  | a           | b                | c              | d               | e              | f              | g                          | h            | i                         | j            | k              |
| NATIVE HAWAIIAN AND OTHER<br>PACIFIC ISLANDER  |             |                  |                |                 |                |                |                            |              |                           |              |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100%     | 83<br>100%     | 38<br>100%     | 121<br>100%                | 309<br>100%  | 139<br>100%               | 161<br>100%  | 62<br>100%     |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 0<br>0%        | 0<br>0%        | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%      | 0<br>0%        |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 1<br>1%        | 0<br>0%        | 0<br>0%                    | 1<br>0%      | 0<br>0%                   | 0<br>0%      | 1<br>2%        |
| 50% - 74%  | 2<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 2<br>2%        | 0<br>0%        | 1<br>1%                    | 1<br>0%      | 2<br>1%                   | 0<br>0%      | 0<br>0%        |
| 25% - 49%  | 2<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 2<br>2%        | 0<br>0%        | 2<br>2%                    | 0<br>0%<br>g | 0<br>0%                   | 1<br>1%      | 1<br>2%        |
| 10% - 24%  | 3<br>1%     | 0<br>0%          | 1<br>1%        | 1<br>1%         | 1<br>1%        | 0<br>0%        | 1<br>1%                    | 2<br>1%      | 0<br>0%                   | 3<br>2%      | 0<br>0%        |
| 1% - 9%  | 4<br>1%     | 1<br>1%          | 2<br>3%        | 1<br>1%         | 0<br>0%        | 0<br>0%        | 1<br>1%                    | 3<br>1%      | 0<br>0%                   | 1<br>1%      | 3<br>5%<br>ij  |
| none   | 378<br>88%  | 74<br>97%        | 67<br>88%<br>b | 132<br>84%<br>b | 71<br>86%<br>b | 33<br>87%<br>b | 101<br>83%                 | 277<br>90%   | 122<br>88%                | 149<br>93%   | 51<br>82%<br>j |
| mean:  | 0.9%        | 0.0%             | 0.3%           | 0.1%            | 3.9%<br>bcd    | 0.0%<br>e      | 1.6%                       | 0.6%         | 0.9%                      | 0.5%         | 2.5%           |
| standard error:  | 0.35%       | 0.04%            | 0.18%          | 0.10%           | 1.71%<br>0%    | 0.00%<br>0%    | 0.82%<br>0%                | 0.37%<br>0%  | 0.67%<br>0%               | 0.29%<br>0%  | 1.75%<br>0%    |
| median:  | 0%          | 0%               | 0%             | 0%              | 0%             | 0%             | 0%                         | 0%           | 0%                        | 0%           | 0%             |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%        | 23<br>15%<br>b  | 6<br>7%        | 5<br>13%<br>b  | 15<br>12%                  | 25<br>8%     | 15<br>11%                 | 7<br>4%<br>i | 6<br>10%       |

TABLE 019 page 1

### Proportion of Employees By Race: Other Race

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |                 |                |               | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|-------------|-----------------|----------------|---------------|----------------------------|--------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest     | South           | West           | Canada        | yes                        | no           | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c           | d               | e              | f             | g                          | h            | i                         | j               | k               |
| OTHER RACE   |             |                  |             |                 |                |               |                            |              |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100%  | 157<br>100%     | 83<br>100%     | 38<br>100%    | 121<br>100%                | 309<br>100%  | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| 100%   | 3<br>1%     | 2<br>3%          | 0<br>0%     | 1<br>1%         | 0<br>0%        | 0<br>0%       | 3<br>2%                    | 0<br>0%<br>g | 1<br>1%                   | 1<br>1%         | 0<br>0%         |
| 75% - 99%  | 2<br>0%     | 0<br>0%          | 0<br>0%     | 1<br>1%         | 1<br>1%        | 0<br>0%       | 1<br>1%                    | 1<br>0%      | 0<br>0%                   | 2<br>1%         | 0<br>0%         |
| 50% - 74%  | 10<br>2%    | 1<br>1%          | 0<br>0%     | 3<br>2%         | 5<br>6%<br>c   | 1<br>3%       | 2<br>2%                    | 8<br>3%      | 4<br>3%                   | 4<br>2%         | 2<br>3%         |
| 25% - 49%  | 19<br>4%    | 3<br>4%          | 0<br>0%     | 7<br>4%         | 8<br>10%<br>c  | 1<br>3%       | 6<br>5%                    | 13<br>4%     | 4<br>3%                   | 9<br>6%         | 6<br>10%<br>i   |
| 10% - 24%  | 20<br>5%    | 6<br>8%          | 1<br>1%     | 9<br>6%         | 3<br>4%        | 1<br>3%       | 5<br>4%                    | 15<br>5%     | 0<br>0%                   | 15<br>9%<br>i   | 5<br>8%<br>i    |
| 1% - 9%  | 14<br>3%    | 3<br>4%          | 4<br>5%     | 3<br>2%         | 4<br>5%        | 0<br>0%       | 3<br>2%                    | 11<br>4%     | 0<br>0%                   | 6<br>4%<br>i    | 8<br>13%<br>ij  |
| none   | 322<br>75%  | 60<br>79%        | 65<br>86%   | 110<br>70%<br>c | 56<br>67%<br>c | 30<br>79%     | 86<br>71%                  | 236<br>76%   | 115<br>83%                | 117<br>73%<br>i | 35<br>56%<br>ij |
| mean:  | 5.1%        | 6.2%             | 0.4%<br>b   | 5.2%<br>c       | 8.9%<br>c      | 2.9%<br>e     | 7.2%                       | 4.3%         | 3.6%                      | 6.5%            | 7.6%            |
| standard error:<br>median:   | 0.77%<br>0% | 2.14%<br>0%      | 0.20%<br>0% | 1.35%<br>0%     | 2.08%<br>0%    | 1.75%<br>0%   | 1.99%<br>0%                | 0.74%<br>0%  | 1.24%<br>0%               | 1.35%<br>0%     | 1.96%<br>0%     |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%     | 23<br>15%<br>b  | 6<br>7%        | 5<br>13%<br>b | 15<br>12%                  | 25<br>8%     | 15<br>11%                 | 7<br>4%<br>i    | 6<br>10%        |

TABLE 020 page 1

### Proportion of Employees By Race: Don't Know

4. Approximately what percentage of your company's employees (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                 |                |               | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|------------|-----------------|----------------|---------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest    | South           | West           | Canada        | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c          | d               | e              | f             | g                          | h           | i                         | j            | k               |
| DON'T KNOW   |             |                  |            |                 |                |               |                            |             |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%     | 83<br>100%     | 38<br>100%    | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%  | 62<br>100%      |
| 100%   | 8<br>2%     | 2<br>3%          | 1<br>1%    | 4<br>3%         | 0<br>0%        | 1<br>3%       | 1<br>1%                    | 7<br>2%     | 2<br>1%                   | 4<br>2%      | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 1<br>1%    | 0<br>0%         | 0<br>0%        | 0<br>0%       | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 1<br>2%         |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%         | 0<br>0%        | 0<br>0%       | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 25% - 49%  | 2<br>0%     | 1<br>1%          | 1<br>1%    | 0<br>0%         | 0<br>0%        | 0<br>0%       | 1<br>1%                    | 1<br>0%     | 1<br>1%                   | 1<br>1%      | 0<br>0%         |
| 10% - 24%  | 2<br>0%     | 1<br>1%          | 0<br>0%    | 0<br>0%         | 0<br>0%        | 1<br>3%<br>d  | 0<br>0%                    | 2<br>1%     | 0<br>0%                   | 2<br>1%      | 0<br>0%         |
| 1% - 9%  | 9<br>2%     | 1<br>1%          | 2<br>3%    | 4<br>3%         | 2<br>2%        | 0<br>0%       | 2<br>2%                    | 7<br>2%     | 0<br>0%                   | 0<br>0%      | 9<br>15%<br>ij  |
| none   | 368<br>85%  | 70<br>92%        | 65<br>86%  | 126<br>80%<br>b | 75<br>90%<br>d | 31<br>82%     | 101<br>83%                 | 267<br>86%  | 121<br>87%                | 147<br>91%   | 46<br>74%<br>ij |
| mean:  | 2.7%        | 3.3%             | 3.5%       | 3.1%            | 0.2%           | 3.6%          | 2.2%                       | 2.8%        | 1.8%                      | 3.1%         | 2.4%            |
| standard error:  | 0.77%       | 1.91%            | 2.06%      | 1.48%           | 0.13%          | 3.07%         | 1.34%                      | 0.93%       | 1.15%                     | 1.32%        | 1.77%           |
| median:  | 0%          | 0%               | 0%         | 0%              | 0%             | 0%            | 0%                         | 0%          | 0%                        | 0%           | 0%              |
| no answer  | 41<br>10%   | 1<br>1%          | 6<br>8%    | 23<br>15%<br>b  | 6<br>7%        | 5<br>13%<br>b | 15<br>12%                  | 25<br>8%    | 15<br>11%                 | 7<br>4%<br>i | 6<br>10%        |

TABLE 021 page 1

### Proportion of Employees By Gender: Mean Summary

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|   | TOTAL  | -----REGION----- |            |            |             |        | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |        |            |
|---|--------|------------------|------------|------------|-------------|--------|----------------------------|------------|---------------------------|--------|------------|
|   |        | Northeast        | Midwest    | South      | West        | Canada | yes                        | no         | 2 - 4                     | 5 - 19 | 20+        |
|   | a      | b                | c          | d          | e           | f      | g                          | h          | i                         | j      | k          |
| MEAN SUMMARY  |        |                  |            |            |             |        |                            |            |                           |        |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers answering<br>(fill-in answers) |        |                  |            |            |             |        |                            |            |                           |        |            |
| male  | 76.7%  | 70.8%            | 78.9%      | 77.2%      | 80.7%<br>bd | 75.0%  | 72.5%                      | 78.3%<br>g | 72.5%                     | 72.0%  | 78.4%<br>i |
| female  | 21.9%  | 27.8%            | 19.6%<br>b | 21.3%<br>b | 19.2%<br>b  | 21.9%  | 27.5%                      | 19.8%<br>g | 26.7%                     | 25.9%  | 21.4%<br>j |
| transgender   | 0.0%   | 0.0%             | 0.0%       | 0.0%       | 0.1%        | 0.1%   | 0.0%                       | 0.0%       | 0.0%                      | 0.0%   | 0.2%       |
| non-binary/no gender  | 0.0%   | 0.0%             | 0.0%       | 0.0%       | 0.0%        | 0.0%   | 0.0%                       | 0.0%       | 0.0%                      | 0.0%   | 0.0%       |
| other   | 0.0%   | 0.0%             | 0.0%       | 0.0%       | 0.0%        | 0.0%   | 0.0%                       | 0.0%       | 0.0%                      | 0.0%   | 0.0%       |
| don't know  | 1.3%   | 1.4%             | 1.5%       | 1.5%       | 0.0%        | 2.9%   | 0.0%                       | 1.8%<br>g  | 0.8%                      | 2.0%   | 0.0%       |
| TOTAL =   | 100.0% | 100.0%           | 100.0%     | 100.0%     | 100.0%      | 100.0% | 100.0%                     | 100.0%     | 100.0%                    | 100.0% | 100.0%     |



TABLE 022 page 1

### Proportion of Employees By Gender: Male

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |                |             |              |              | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|----------------|-------------|--------------|--------------|----------------------------|----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest        | South       | West         | Canada       | yes                        | no             | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c              | d           | e            | f            | g                          | h              | i                         | j              | k               |
| MALE   |             |                  |                |             |              |              |                            |                |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100% | 83<br>100%   | 38<br>100%   | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 107<br>25%  | 15<br>20%        | 21<br>28%      | 36<br>23%   | 23<br>28%    | 12<br>32%    | 20<br>17%                  | 87<br>28%<br>g | 43<br>31%                 | 12<br>7%<br>i  | 0<br>0%<br>ij   |
| 75% - 99%  | 131<br>30%  | 23<br>30%        | 25<br>33%      | 48<br>31%   | 28<br>34%    | 7<br>18%     | 34<br>28%                  | 97<br>31%      | 25<br>18%                 | 65<br>40%<br>i | 40<br>65%<br>ij |
| 50% - 74%  | 132<br>31%  | 30<br>39%        | 17<br>22%<br>b | 46<br>29%   | 25<br>30%    | 13<br>34%    | 47<br>39%                  | 85<br>28%<br>g | 51<br>37%                 | 66<br>41%      | 15<br>24%<br>j  |
| 25% - 49%  | 5<br>1%     | 0<br>0%          | 2<br>3%        | 3<br>2%     | 0<br>0%      | 0<br>0%      | 3<br>2%                    | 2<br>1%        | 0<br>0%                   | 4<br>2%        | 1<br>2%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%      | 0<br>0%      | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%      | 0<br>0%      | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| none   | 10<br>2%    | 4<br>5%          | 1<br>1%        | 3<br>2%     | 0<br>0%<br>b | 2<br>5%<br>e | 2<br>2%                    | 8<br>3%        | 6<br>4%                   | 3<br>2%        | 0<br>0%         |
| mean:  | 76.7%       | 70.8%            | 78.9%          | 77.2%       | 80.7%<br>bd  | 75.0%        | 72.5%                      | 78.3%<br>g     | 72.5%                     | 72.0%          | 78.4%<br>i      |
| standard error:  | 1.10%       | 2.90%            | 2.52%          | 1.79%       | 1.97%        | 4.56%        | 2.01%                      | 1.30%<br>g     | 2.31%                     | 1.48%          | 1.58%<br>i      |
| median:  | 77%         | 75%              | 80%            | 78%         | 80%          | 75%          | 75%                        | 80%            | 75%                       | 75%            | 79%             |
| no answer  | 46<br>11%   | 4<br>5%          | 10<br>13%      | 21<br>13%   | 7<br>8%      | 4<br>11%     | 15<br>12%                  | 30<br>10%      | 14<br>10%                 | 11<br>7%       | 6<br>10%        |

TABLE 023 page 1

### Proportion of Employees By Gender: Female

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|  | TOTAL        | -----REGION----- |              |              |              |              | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|--------------|------------------|--------------|--------------|--------------|--------------|----------------------------|----------------|---------------------------|----------------|-----------------|
|  |              | Northeast        | Midwest      | South        | West         | Canada       | yes                        | no             | 2 - 4                     | 5 - 19         | 20+             |
|  | a            | b                | c            | d            | e            | f            | g                          | h              | i                         | j              | k               |
| FEMALE   |              |                  |              |              |              |              |                            |                |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100%  | 76<br>100%       | 76<br>100%   | 157<br>100%  | 83<br>100%   | 38<br>100%   | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 5<br>1%      | 3<br>4%          | 0<br>0%      | 1<br>1%      | 0<br>0%      | 1<br>3%      | 2<br>2%                    | 3<br>1%        | 5<br>4%                   | 0<br>0%<br>i   | 0<br>0%         |
| 75% - 99%  | 0<br>0%      | 0<br>0%          | 0<br>0%      | 0<br>0%      | 0<br>0%      | 0<br>0%      | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 50% - 74%  | 51<br>12%    | 13<br>17%        | 7<br>9%      | 15<br>10%    | 10<br>12%    | 5<br>13%     | 22<br>18%                  | 29<br>9%<br>g  | 33<br>24%                 | 17<br>11%<br>i | 1<br>2%<br>ij   |
| 25% - 49%  | 124<br>29%   | 24<br>32%        | 23<br>30%    | 46<br>29%    | 20<br>24%    | 11<br>29%    | 35<br>29%                  | 89<br>29%      | 40<br>29%                 | 65<br>40%<br>i | 19<br>31%       |
| 10% - 24%  | 81<br>19%    | 15<br>20%        | 12<br>16%    | 31<br>20%    | 20<br>24%    | 3<br>8%<br>e | 24<br>20%                  | 57<br>18%      | 2<br>1%                   | 48<br>30%<br>i | 30<br>48%<br>ij |
| 1% - 9%  | 11<br>3%     | 1<br>1%          | 2<br>3%      | 5<br>3%      | 2<br>2%      | 1<br>3%      | 2<br>2%                    | 9<br>3%        | 0<br>0%                   | 5<br>3%<br>i   | 6<br>10%<br>ij  |
| none   | 113<br>26%   | 16<br>21%        | 22<br>29%    | 38<br>24%    | 24<br>29%    | 13<br>34%    | 21<br>17%                  | 92<br>30%<br>g | 45<br>32%                 | 15<br>9%<br>i  | 0<br>0%<br>ij   |
| mean:  | 21.9%        | 27.8%            | 19.6%<br>b   | 21.3%<br>b   | 19.2%<br>b   | 21.9%        | 27.5%                      | 19.8%<br>g     | 26.7%                     | 25.9%          | 21.4%<br>j      |
| standard error:<br>median:   | 1.01%<br>20% | 2.75%<br>25%     | 2.23%<br>20% | 1.61%<br>20% | 1.97%<br>20% | 4.02%<br>20% | 2.01%<br>25%               | 1.15%<br>20%   | 2.25%<br>25%              | 1.25%<br>25%   | 1.59%<br>21%    |
| no answer  | 46<br>11%    | 4<br>5%          | 10<br>13%    | 21<br>13%    | 7<br>8%      | 4<br>11%     | 15<br>12%                  | 30<br>10%      | 14<br>10%                 | 11<br>7%       | 6<br>10%        |

TABLE 024 page 1

### Proportion of Employees By Gender: Transgender

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |              | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|------------|-------------|------------|--------------|----------------------------|-------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada       | yes                        | no          | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c          | d           | e          | f            | g                          | h           | i                         | j           | k             |
| TRANSGENDER  |             |                  |            |             |            |              |                            |             |                           |             |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100%   | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100%    |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 1% - 9%  | 4<br>1%     | 1<br>1%          | 0<br>0%    | 0<br>0%     | 2<br>2%    | 1<br>3%<br>d | 0<br>0%                    | 4<br>1%     | 0<br>0%                   | 1<br>1%     | 3<br>5%<br>ij |
| none   | 381<br>88%  | 71<br>93%        | 66<br>87%  | 136<br>87%  | 74<br>89%  | 33<br>87%    | 106<br>88%                 | 275<br>89%  | 125<br>90%                | 149<br>93%  | 53<br>85%     |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.1%       | 0.1%         | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.2%          |
| standard error:  | 0.02%       | 0.01%            | 0.00%      | 0.00%       | 0.07%      | 0.11%        | 0.00%                      | 0.02%       | 0.00%                     | 0.01%       | 0.11%         |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%           | 0%                         | 0%          | 0%                        | 0%          | 0%            |
| no answer  | 46<br>11%   | 4<br>5%          | 10<br>13%  | 21<br>13%   | 7<br>8%    | 4<br>11%     | 15<br>12%                  | 30<br>10%   | 14<br>10%                 | 11<br>7%    | 6<br>10%      |

TABLE 025 page 1

### Proportion of Employees By Gender: Non-Binary/No Gender

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| NON-BINARY/NO GENDER   |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100% |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 1<br>0%     | 1<br>1%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| none   | 384<br>89%  | 71<br>93%        | 66<br>87%  | 136<br>87%  | 76<br>92%  | 34<br>89%  | 106<br>88%                 | 278<br>90%  | 125<br>90%                | 149<br>93%  | 56<br>90%  |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.0%       |
| standard error:  | 0.00%       | 0.01%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.01%       | 0.00%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 46<br>11%   | 4<br>5%          | 10<br>13%  | 21<br>13%   | 7<br>8%    | 4<br>11%   | 15<br>12%                  | 30<br>10%   | 14<br>10%                 | 11<br>7%    | 6<br>10%   |

TABLE 026 page 1

### Proportion of Employees By Gender: Other

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| OTHER  |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100% |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 385<br>89%  | 72<br>95%        | 66<br>87%  | 136<br>87%  | 76<br>92%  | 34<br>89%  | 106<br>88%                 | 279<br>90%  | 125<br>90%                | 150<br>93%  | 56<br>90%  |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.0%       |
| standard error:  | 0.00%       | 0.00%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.00%       | 0.00%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 46<br>11%   | 4<br>5%          | 10<br>13%  | 21<br>13%   | 7<br>8%    | 4<br>11%   | 15<br>12%                  | 30<br>10%   | 14<br>10%                 | 11<br>7%    | 6<br>10%   |

TABLE 027 page 1

### Proportion of Employees By Gender: Don't Know

5. Approximately what percentage of your company's employees (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| DONT KNOW  |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100% |
| 100%   | 5<br>1%     | 1<br>1%          | 1<br>1%    | 2<br>1%     | 0<br>0%    | 1<br>3%    | 0<br>0%                    | 5<br>2%     | 1<br>1%                   | 3<br>2%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 2<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 1<br>0%     | 1<br>1%                   | 0<br>0%     | 1<br>2%    |
| none   | 378<br>88%  | 71<br>93%        | 65<br>86%  | 133<br>85%  | 75<br>90%  | 33<br>87%  | 105<br>87%                 | 273<br>88%  | 123<br>88%                | 147<br>91%  | 55<br>89%  |
| mean:  | 1.3%        | 1.4%             | 1.5%       | 1.5%        | 0.0%       | 2.9%       | 0.0%                       | 1.8%        | 0.8%                      | 2.0%        | 0.0%       |
| standard error:  | 0.58%       | 1.39%            | 1.52%      | 1.04%       | 0.01%      | 2.94%      | 0.01%                      | 0.80%       | 0.80%                     | 1.15%       | 0.02%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 46<br>11%   | 4<br>5%          | 10<br>13%  | 21<br>13%   | 7<br>8%    | 4<br>11%   | 15<br>12%                  | 30<br>10%   | 14<br>10%                 | 11<br>7%    | 6<br>10%   |

TABLE 028 page 1

### Proportion of Employees By Age: Mean Summary

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL  | -----REGION----- |           |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |             |
|---|--------|------------------|-----------|-------------|------------|------------|----------------------------|------------|---------------------------|------------|-------------|
|   |        | Northeast        | Midwest   | South       | West       | Canada     | yes                        | no         | 2 - 4                     | 5 - 19     | 20+         |
|   | a      | b                | c         | d           | e          | f          | g                          | h          | i                         | j          | k           |
| MEAN SUMMARY  |        |                  |           |             |            |            |                            |            |                           |            |             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version answering<br>(fill-in answers) |        |                  |           |             |            |            |                            |            |                           |            |             |
| 65 or older   | 6.1%   | 5.5%             | 6.6%      | 5.1%        | 8.3%       | 5.4%       | 6.0%                       | 6.1%       | 9.4%                      | 3.8%<br>i  | 2.3%<br>i   |
| 55 - 64   | 23.3%  | 33.1%            | 29.9%     | 15.2%<br>bc | 18.7%<br>b | 30.8%<br>d | 18.3%                      | 25.2%      | 27.0%                     | 20.3%      | 11.4%<br>ij |
| 45 - 54   | 22.5%  | 21.3%            | 22.3%     | 23.1%       | 20.8%      | 24.0%      | 20.7%                      | 23.2%      | 24.9%                     | 19.7%      | 14.9%<br>i  |
| 35 - 44   | 21.1%  | 19.3%            | 17.2%     | 24.7%       | 23.5%      | 14.7%      | 27.1%                      | 18.8%<br>g | 15.4%                     | 24.5%<br>i | 25.5%<br>i  |
| 25 - 34   | 18.3%  | 16.1%            | 13.9%     | 21.0%       | 19.6%      | 20.4%      | 18.6%                      | 18.2%      | 14.9%                     | 23.1%<br>i | 29.9%<br>ij |
| under 25  | 7.4%   | 2.9%             | 8.4%<br>b | 10.0%<br>b  | 7.5%       | 4.9%       | 8.2%                       | 7.1%       | 8.4%                      | 6.9%       | 11.6%<br>j  |
| don't know  | 1.3%   | 1.8%             | 1.7%      | 0.9%        | 1.7%       | 0.0%       | 1.2%                       | 1.3%       | 0.0%                      | 1.8%       | 4.5%        |
| TOTAL =   | 100.0% | 100.0%           | 100.0%    | 100.0%      | 100.0%     | 100.0%     | 100.0%                     | 100.0%     | 100.0%                    | 100.0%     | 100.0%      |

TABLE 029 page 1

### Proportion of Employees By Age: Under 25

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL       | -----REGION----- |              |                |             |                | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|---|-------------|------------------|--------------|----------------|-------------|----------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|   |             | Northeast        | Midwest      | South          | West        | Canada         | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|   | a           | b                | c            | d              | e           | f              | g                          | h           | i                         | j              | k               |
| UNDER 25  |             |                  |              |                |             |                |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100% | 67<br>100%       | 68<br>100%   | 129<br>100%    | 72<br>100%  | 31<br>100%     | 103<br>100%                | 264<br>100% | 125<br>100%               | 133<br>100%    | 48<br>100%      |
| 100%  | 1<br>0%     | 0<br>0%          | 0<br>0%      | 1<br>1%        | 0<br>0%     | 0<br>0%        | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 75% - 99%   | 1<br>0%     | 0<br>0%          | 0<br>0%      | 0<br>0%        | 1<br>1%     | 0<br>0%        | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%        | 1<br>2%         |
| 50% - 74%   | 13<br>4%    | 0<br>0%          | 4<br>6%<br>b | 6<br>5%        | 3<br>4%     | 0<br>0%        | 2<br>2%                    | 11<br>4%    | 9<br>7%                   | 3<br>2%        | 1<br>2%         |
| 25% - 49%   | 27<br>7%    | 2<br>3%          | 7<br>10%     | 11<br>9%       | 4<br>6%     | 3<br>10%       | 11<br>11%                  | 16<br>6%    | 15<br>12%                 | 7<br>5%        | 5<br>10%        |
| 10% - 24%   | 34<br>9%    | 5<br>7%          | 5<br>7%      | 17<br>13%      | 5<br>7%     | 2<br>6%        | 10<br>10%                  | 24<br>9%    | 0<br>0%                   | 23<br>17%<br>i | 11<br>23%<br>i  |
| 1% - 9%   | 27<br>7%    | 6<br>9%          | 4<br>6%      | 11<br>9%       | 6<br>8%     | 0<br>0%        | 6<br>6%                    | 21<br>8%    | 0<br>0%                   | 10<br>8%<br>i  | 17<br>35%<br>ij |
| none  | 206<br>56%  | 43<br>64%        | 39<br>57%    | 60<br>47%<br>b | 41<br>57%   | 22<br>71%<br>d | 56<br>54%                  | 150<br>57%  | 82<br>66%                 | 71<br>53%<br>i | 10<br>21%<br>ij |
| mean:   | 7.4%        | 2.9%             | 8.4%<br>b    | 10.0%<br>b     | 7.5%        | 4.9%           | 8.2%                       | 7.1%        | 8.4%                      | 6.9%           | 11.6%<br>j      |
| standard error:<br>median:  | 0.85%<br>0% | 0.86%<br>0%      | 2.03%<br>0%  | 1.69%<br>0%    | 2.04%<br>0% | 2.04%<br>0%    | 1.73%<br>0%                | 0.97%<br>0% | 1.59%<br>0%               | 1.15%<br>0%    | 2.35%<br>6%     |
| no answer   | 59<br>16%   | 11<br>16%        | 9<br>13%     | 23<br>18%      | 12<br>17%   | 4<br>13%       | 17<br>17%                  | 41<br>16%   | 19<br>15%                 | 19<br>14%      | 3<br>6%         |



TABLE 030 page 1

### Proportion of Employees By Age: 25 - 34

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                |
|---|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|----------------|----------------|
|   |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19         | 20+            |
|   | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j              | k              |
| 25 - 34   |             |                  |            |             |            |            |                            |             |                           |                |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100% | 67<br>100%       | 68<br>100% | 129<br>100% | 72<br>100% | 31<br>100% | 103<br>100%                | 264<br>100% | 125<br>100%               | 133<br>100%    | 48<br>100%     |
| 100%  | 4<br>1%     | 1<br>1%          | 0<br>0%    | 1<br>1%     | 1<br>1%    | 1<br>3%    | 2<br>2%                    | 2<br>1%     | 3<br>2%                   | 0<br>0%        | 0<br>0%        |
| 75% - 99%   | 4<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 2<br>3%    | 1<br>3%    | 0<br>0%                    | 4<br>2%     | 1<br>1%                   | 3<br>2%        | 0<br>0%        |
| 50% - 74%   | 40<br>11%   | 6<br>9%          | 4<br>6%    | 18<br>14%   | 8<br>11%   | 4<br>13%   | 12<br>12%                  | 28<br>11%   | 15<br>12%                 | 15<br>11%      | 10<br>21%      |
| 25% - 49%   | 61<br>17%   | 10<br>15%        | 13<br>19%  | 25<br>19%   | 10<br>14%  | 3<br>10%   | 18<br>17%                  | 43<br>16%   | 12<br>10%                 | 34<br>26%<br>i | 15<br>31%<br>i |
| 10% - 24%   | 43<br>12%   | 9<br>13%         | 9<br>13%   | 14<br>11%   | 7<br>10%   | 4<br>13%   | 11<br>11%                  | 32<br>12%   | 2<br>2%                   | 26<br>20%<br>i | 15<br>31%<br>i |
| 1% - 9%   | 5<br>1%     | 0<br>0%          | 1<br>1%    | 2<br>2%     | 2<br>3%    | 0<br>0%    | 1<br>1%                    | 4<br>2%     | 0<br>0%                   | 5<br>4%<br>i   | 0<br>0%        |
| none  | 152<br>41%  | 30<br>45%        | 32<br>47%  | 45<br>35%   | 30<br>42%  | 14<br>45%  | 42<br>41%                  | 110<br>42%  | 73<br>58%                 | 31<br>23%<br>i | 5<br>10%<br>i  |
| mean:   | 18.3%       | 16.1%            | 13.9%      | 21.0%       | 19.6%      | 20.4%      | 18.6%                      | 18.2%       | 14.9%                     | 23.1%<br>i     | 29.9%<br>j     |
| standard error:   | 1.32%       | 2.95%            | 2.48%      | 2.24%       | 3.28%      | 5.38%      | 2.57%                      | 1.53%       | 2.49%                     | 1.96%<br>20%   | 2.82%<br>30%   |
| median:   | 8%          | 0%               | 0%         | 18%         | 4%         | 0%         | 9%                         | 8%          | 0%                        |                |                |
| no answer   | 59<br>16%   | 11<br>16%        | 9<br>13%   | 23<br>18%   | 12<br>17%  | 4<br>13%   | 17<br>17%                  | 41<br>16%   | 19<br>15%                 | 19<br>14%      | 3<br>6%        |

TABLE 031 page 1

### Proportion of Employees By Age: 35 - 44

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL       | -----REGION----- |            |                |                |                 | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                 |
|---|-------------|------------------|------------|----------------|----------------|-----------------|----------------------------|----------------|---------------------------|----------------|-----------------|
|   |             | Northeast        | Midwest    | South          | West           | Canada          | yes                        | no             | 2 - 4                     | 5 - 19         | 20+             |
|   | a           | b                | c          | d              | e              | f               | g                          | h              | i                         | j              | k               |
| 35 - 44   |             |                  |            |                |                |                 |                            |                |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100% | 67<br>100%       | 68<br>100% | 129<br>100%    | 72<br>100%     | 31<br>100%      | 103<br>100%                | 264<br>100%    | 125<br>100%               | 133<br>100%    | 48<br>100%      |
| 100%  | 12<br>3%    | 2<br>3%          | 3<br>4%    | 6<br>5%        | 1<br>1%        | 0<br>0%         | 3<br>3%                    | 9<br>3%        | 3<br>2%                   | 0<br>0%        | 0<br>0%         |
| 75% - 99%   | 7<br>2%     | 2<br>3%          | 0<br>0%    | 1<br>1%        | 2<br>3%        | 2<br>6%<br>cd   | 5<br>5%                    | 2<br>1%<br>g   | 3<br>2%                   | 4<br>3%        | 0<br>0%         |
| 50% - 74%   | 44<br>12%   | 7<br>10%         | 5<br>7%    | 17<br>13%      | 13<br>18%      | 2<br>6%         | 18<br>17%                  | 26<br>10%<br>g | 18<br>14%                 | 20<br>15%      | 5<br>10%        |
| 25% - 49%   | 52<br>14%   | 8<br>12%         | 11<br>16%  | 21<br>16%      | 9<br>13%       | 3<br>10%        | 16<br>16%                  | 36<br>14%      | 6<br>5%                   | 27<br>20%<br>i | 19<br>40%<br>ij |
| 10% - 24%   | 37<br>10%   | 4<br>6%          | 4<br>6%    | 16<br>12%      | 10<br>14%      | 3<br>10%        | 8<br>8%                    | 29<br>11%      | 0<br>0%                   | 22<br>17%<br>i | 15<br>31%<br>ij |
| 1% - 9%   | 5<br>1%     | 3<br>4%          | 0<br>0%    | 1<br>1%        | 1<br>1%        | 0<br>0%         | 1<br>1%                    | 4<br>2%        | 0<br>0%                   | 4<br>3%        | 1<br>2%         |
| none  | 152<br>41%  | 30<br>45%        | 36<br>53%  | 44<br>34%<br>c | 24<br>33%<br>c | 17<br>55%<br>de | 35<br>34%                  | 117<br>44%     | 76<br>61%                 | 37<br>28%<br>i | 5<br>10%<br>ij  |
| mean:   | 21.1%       | 19.3%            | 17.2%      | 24.7%          | 23.5%          | 14.7%           | 27.1%                      | 18.8%          | 15.4%                     | 24.5%<br>i     | 25.5%<br>i      |
| standard error:   | 1.55%       | 3.79%            | 3.53%      | 2.72%          | 3.37%          | 4.64%           | 3.13%                      | 1.76%<br>g     | 2.63%                     | 2.21%<br>i     | 2.36%<br>i      |
| median:   | 8%          | 0%               | 0%         | 20%            | 19%            | 0%              | 20%                        | 0%             | 0%                        | 20%            | 26%             |
| no answer   | 59<br>16%   | 11<br>16%        | 9<br>13%   | 23<br>18%      | 12<br>17%      | 4<br>13%        | 17<br>17%                  | 41<br>16%      | 19<br>15%                 | 19<br>14%      | 3<br>6%         |

TABLE 032 page 1

### Proportion of Employees By Age: 45 - 54

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL        | -----REGION----- |              |              |             |              | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                |                 |
|---|--------------|------------------|--------------|--------------|-------------|--------------|----------------------------|--------------|---------------------------|----------------|-----------------|
|   |              | Northeast        | Midwest      | South        | West        | Canada       | yes                        | no           | 2 - 4                     | 5 - 19         | 20+             |
|   | a            | b                | c            | d            | e           | f            | g                          | h            | i                         | j              | k               |
| 45 - 54   |              |                  |              |              |             |              |                            |              |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100%  | 67<br>100%       | 68<br>100%   | 129<br>100%  | 72<br>100%  | 31<br>100%   | 103<br>100%                | 264<br>100%  | 125<br>100%               | 133<br>100%    | 48<br>100%      |
| 100%  | 23<br>6%     | 4<br>6%          | 4<br>6%      | 9<br>7%      | 3<br>4%     | 2<br>6%      | 4<br>4%                    | 19<br>7%     | 8<br>6%                   | 1<br>1%<br>i   | 0<br>0%         |
| 75% - 99%   | 4<br>1%      | 0<br>0%          | 1<br>1%      | 1<br>1%      | 1<br>1%     | 1<br>3%      | 1<br>1%                    | 3<br>1%      | 3<br>2%                   | 1<br>1%        | 0<br>0%         |
| 50% - 74%   | 32<br>9%     | 6<br>9%          | 7<br>10%     | 7<br>5%      | 8<br>11%    | 4<br>13%     | 11<br>11%                  | 21<br>8%     | 23<br>18%                 | 8<br>6%<br>i   | 1<br>2%<br>i    |
| 25% - 49%   | 54<br>15%    | 11<br>16%        | 12<br>18%    | 21<br>16%    | 7<br>10%    | 3<br>10%     | 16<br>16%                  | 38<br>14%    | 12<br>10%                 | 35<br>26%<br>i | 7<br>15%        |
| 10% - 24%   | 54<br>15%    | 9<br>13%         | 7<br>10%     | 24<br>19%    | 10<br>14%   | 4<br>13%     | 14<br>14%                  | 40<br>15%    | 1<br>1%                   | 30<br>23%<br>i | 23<br>48%<br>ij |
| 1% - 9%   | 8<br>2%      | 0<br>0%          | 1<br>1%      | 4<br>3%      | 3<br>4%     | 0<br>0%      | 2<br>2%                    | 6<br>2%      | 0<br>0%                   | 1<br>1%        | 7<br>15%<br>ij  |
| none  | 134<br>36%   | 26<br>39%        | 27<br>40%    | 40<br>31%    | 28<br>39%   | 13<br>42%    | 38<br>37%                  | 96<br>36%    | 59<br>47%                 | 38<br>29%<br>i | 7<br>15%<br>i   |
| mean:   | 22.5%        | 21.3%            | 22.3%        | 23.1%        | 20.8%       | 24.0%        | 20.7%                      | 23.2%        | 24.9%                     | 19.7%          | 14.9%<br>i      |
| standard error:<br>median:  | 1.68%<br>10% | 3.81%<br>10%     | 3.89%<br>10% | 2.84%<br>15% | 3.63%<br>8% | 6.30%<br>10% | 2.91%<br>10%               | 2.03%<br>11% | 3.17%<br>0%               | 1.85%<br>18%   | 1.98%<br>10%    |
| no answer   | 59<br>16%    | 11<br>16%        | 9<br>13%     | 23<br>18%    | 12<br>17%   | 4<br>13%     | 17<br>17%                  | 41<br>16%    | 19<br>15%                 | 19<br>14%      | 3<br>6%         |

TABLE 033 page 1

### Proportion of Employees By Age: 55 - 64

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL       | -----REGION----- |              |                |              |              | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                |                 |
|---|-------------|------------------|--------------|----------------|--------------|--------------|----------------------------|--------------|---------------------------|----------------|-----------------|
|   |             | Northeast        | Midwest      | South          | West         | Canada       | yes                        | no           | 2 - 4                     | 5 - 19         | 20+             |
|   | a           | b                | c            | d              | e            | f            | g                          | h            | i                         | j              | k               |
| 55 - 64   |             |                  |              |                |              |              |                            |              |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100% | 67<br>100%       | 68<br>100%   | 129<br>100%    | 72<br>100%   | 31<br>100%   | 103<br>100%                | 264<br>100%  | 125<br>100%               | 133<br>100%    | 48<br>100%      |
| 100%  | 27<br>7%    | 10<br>15%        | 7<br>10%     | 3<br>2%<br>bc  | 4<br>6%      | 3<br>10%     | 5<br>5%                    | 22<br>8%     | 11<br>9%                  | 1<br>1%<br>i   | 0<br>0%<br>i    |
| 75% - 99%   | 7<br>2%     | 0<br>0%          | 2<br>3%      | 2<br>2%        | 1<br>1%      | 2<br>6%<br>b | 1<br>1%                    | 6<br>2%      | 4<br>3%                   | 3<br>2%        | 0<br>0%         |
| 50% - 74%   | 30<br>8%    | 6<br>9%          | 8<br>12%     | 8<br>6%        | 4<br>6%      | 4<br>13%     | 6<br>6%                    | 24<br>9%     | 21<br>17%                 | 8<br>6%<br>i   | 1<br>2%<br>i    |
| 25% - 49%   | 44<br>12%   | 13<br>19%        | 10<br>15%    | 9<br>7%<br>b   | 9<br>13%     | 3<br>10%     | 15<br>15%                  | 29<br>11%    | 11<br>9%                  | 29<br>22%<br>i | 4<br>8%<br>j    |
| 10% - 24%   | 57<br>15%   | 6<br>9%          | 8<br>12%     | 27<br>21%<br>b | 10<br>14%    | 6<br>19%     | 11<br>11%                  | 46<br>17%    | 1<br>1%                   | 34<br>26%<br>i | 22<br>46%<br>ij |
| 1% - 9%   | 13<br>4%    | 0<br>0%          | 5<br>7%<br>b | 3<br>2%        | 5<br>7%<br>b | 0<br>0%      | 5<br>5%                    | 8<br>3%      | 0<br>0%                   | 3<br>2%        | 10<br>21%<br>ij |
| none  | 131<br>36%  | 21<br>31%        | 19<br>28%    | 54<br>42%      | 27<br>38%    | 9<br>29%     | 43<br>42%                  | 88<br>33%    | 58<br>46%                 | 36<br>27%<br>i | 8<br>17%<br>i   |
| mean:   | 23.3%       | 33.1%            | 29.9%        | 15.2%<br>bc    | 18.7%<br>b   | 30.8%<br>d   | 18.3%                      | 25.2%        | 27.0%                     | 20.3%          | 11.4%<br>ij     |
| standard error:   | 1.77%       | 4.83%            | 4.47%        | 2.31%<br>0%    | 3.66%<br>5%  | 6.78%<br>10% | 2.94%<br>2%                | 2.16%<br>10% | 3.39%<br>0%               | 2.01%<br>19%   | 1.57%<br>10%    |
| median:   | 10%         | 25%              | 20%          | 0%             | 5%           | 10%          | 2%                         | 10%          | 0%                        | 19%            | 10%             |
| no answer   | 59<br>16%   | 11<br>16%        | 9<br>13%     | 23<br>18%      | 12<br>17%    | 4<br>13%     | 17<br>17%                  | 41<br>16%    | 19<br>15%                 | 19<br>14%      | 3<br>6%         |

TABLE 034 page 1

### Proportion of Employees By Age: 65 or Older

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL       | -----REGION----- |             |             |             |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|---|-------------|------------------|-------------|-------------|-------------|-------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|   |             | Northeast        | Midwest     | South       | West        | Canada      | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|   | a           | b                | c           | d           | e           | f           | g                          | h           | i                         | j              | k               |
| 65 OR OLDER   |             |                  |             |             |             |             |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100% | 67<br>100%       | 68<br>100%  | 129<br>100% | 72<br>100%  | 31<br>100%  | 103<br>100%                | 264<br>100% | 125<br>100%               | 133<br>100%    | 48<br>100%      |
| 100%  | 6<br>2%     | 1<br>1%          | 1<br>1%     | 1<br>1%     | 2<br>3%     | 1<br>3%     | 0<br>0%                    | 6<br>2%     | 3<br>2%                   | 0<br>0%        | 0<br>0%         |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 50% - 74%   | 12<br>3%    | 1<br>1%          | 3<br>4%     | 4<br>3%     | 4<br>6%     | 0<br>0%     | 6<br>6%                    | 6<br>2%     | 10<br>8%                  | 1<br>1%<br>i   | 0<br>0%<br>i    |
| 25% - 49%   | 9<br>2%     | 3<br>4%          | 2<br>3%     | 3<br>2%     | 0<br>0%     | 1<br>3%     | 3<br>3%                    | 6<br>2%     | 6<br>5%                   | 3<br>2%        | 0<br>0%         |
| 10% - 24%   | 23<br>6%    | 5<br>7%          | 4<br>6%     | 7<br>5%     | 5<br>7%     | 2<br>6%     | 8<br>8%                    | 15<br>6%    | 0<br>0%                   | 19<br>14%<br>i | 4<br>8%<br>i    |
| 1% - 9%   | 22<br>6%    | 3<br>4%          | 5<br>7%     | 9<br>7%     | 5<br>7%     | 0<br>0%     | 7<br>7%                    | 15<br>6%    | 0<br>0%                   | 6<br>5%<br>i   | 16<br>33%<br>ij |
| none  | 237<br>64%  | 43<br>64%        | 44<br>65%   | 82<br>64%   | 44<br>61%   | 23<br>74%   | 62<br>60%                  | 175<br>66%  | 87<br>70%                 | 85<br>64%      | 25<br>52%<br>i  |
| mean:   | 6.1%        | 5.5%             | 6.6%        | 5.1%        | 8.3%        | 5.4%        | 6.0%                       | 6.1%        | 9.4%                      | 3.8%<br>i      | 2.3%<br>i       |
| standard error:<br>median:  | 0.99%<br>0% | 2.12%<br>0%      | 2.27%<br>0% | 1.47%<br>0% | 2.78%<br>0% | 3.78%<br>0% | 1.48%<br>0%                | 1.25%<br>0% | 2.18%<br>0%               | 0.77%<br>0%    | 0.60%<br>0%     |
| no answer   | 59<br>16%   | 11<br>16%        | 9<br>13%    | 23<br>18%   | 12<br>17%   | 4<br>13%    | 17<br>17%                  | 41<br>16%   | 19<br>15%                 | 19<br>14%      | 3<br>6%         |

TABLE 035 page 1

### Proportion of Employees By Age: Don't Know

6. Approximately what percentage of your company's employees (full and part-time) fall within each of the following age ranges?

|   | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |              |
|---|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|--------------|
|   |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+          |
|   | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k            |
| DONT KNOW   |             |                  |            |             |            |            |                            |             |                           |             |              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers seeing the<br>corrected version<br>(fill-in answers) | 368<br>100% | 67<br>100%       | 68<br>100% | 129<br>100% | 72<br>100% | 31<br>100% | 103<br>100%                | 264<br>100% | 125<br>100%               | 133<br>100% | 48<br>100%   |
| 100%  | 4<br>1%     | 1<br>1%          | 1<br>1%    | 1<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 3<br>1%     | 0<br>0%                   | 2<br>2%     | 2<br>4%<br>i |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 1% - 9%   | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%      |
| none  | 304<br>83%  | 55<br>82%        | 58<br>85%  | 105<br>81%  | 58<br>81%  | 27<br>87%  | 85<br>83%                  | 219<br>83%  | 106<br>85%                | 112<br>84%  | 42<br>88%    |
| mean:   | 1.3%        | 1.8%             | 1.7%       | 0.9%        | 1.7%       | 0.0%       | 1.2%                       | 1.3%        | 0.0%                      | 1.8%        | 4.5%         |
| standard error:   | 0.64%       | 1.79%            | 1.69%      | 0.94%       | 1.67%      | 0.00%      | 1.16%                      | 0.77%       | 0.00%                     | 1.24%       | 3.11%        |
| median:   | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%           |
| no answer   | 59<br>16%   | 11<br>16%        | 9<br>13%   | 23<br>18%   | 12<br>17%  | 4<br>13%   | 17<br>17%                  | 41<br>16%   | 19<br>15%                 | 19<br>14%   | 3<br>6%      |

TABLE 036 page 1

### Proportion of Employees Who Are Veterans

7. Approximately what percentage of your company's employees (full and part-time) are veterans?

|  | TOTAL       | -----REGION----- |            |             |              |                   | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|--------------|-------------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West         | Canada            | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e            | f                 | g                          | h               | i                         | j              | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%   | 38<br>100%        | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 17<br>4%    | 3<br>4%          | 2<br>3%    | 8<br>5%     | 3<br>4%      | 1<br>3%           | 7<br>6%                    | 10<br>3%        | 2<br>1%                   | 1<br>1%        | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%      | 0<br>0%           | 0<br>0%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 50% - 74%  | 17<br>4%    | 1<br>1%          | 3<br>4%    | 5<br>3%     | 7<br>8%<br>b | 1<br>3%           | 6<br>5%                    | 11<br>4%        | 14<br>10%                 | 2<br>1%<br>i   | 0<br>0%<br>i    |
| 25% - 49%  | 33<br>8%    | 5<br>7%          | 7<br>9%    | 12<br>8%    | 7<br>8%      | 2<br>5%           | 16<br>13%                  | 17<br>6%<br>g   | 16<br>12%                 | 12<br>7%       | 5<br>8%         |
| 10% - 24%  | 76<br>18%   | 11<br>14%        | 13<br>17%  | 32<br>20%   | 19<br>23%    | 1<br>3%<br>cde    | 18<br>15%                  | 58<br>19%       | 2<br>1%                   | 50<br>31%<br>i | 24<br>39%<br>i  |
| 1% - 9%  | 53<br>12%   | 11<br>14%        | 9<br>12%   | 23<br>15%   | 10<br>12%    | 0<br>0%<br>bcde   | 19<br>16%                  | 34<br>11%       | 2<br>1%                   | 23<br>14%<br>i | 25<br>40%<br>ij |
| none   | 222<br>52%  | 42<br>55%        | 41<br>54%  | 71<br>45%   | 36<br>43%    | 31<br>82%<br>bcde | 53<br>44%                  | 169<br>55%<br>g | 98<br>71%                 | 73<br>45%<br>i | 5<br>8%<br>ij   |
| mean:  | 11.7%       | 9.8%             | 10.2%      | 12.9%       | 14.7%        | 6.8%              | 15.5%                      | 10.2%<br>g      | 10.6%                     | 8.7%           | 10.3%           |
| standard error:  | 1.09%       | 2.53%            | 2.26%      | 1.96%       | 2.49%        | 3.40%             | 2.35%                      | 1.20%<br>g      | 1.79%                     | 1.02%          | 1.12%           |
| median:  | 0%          | 0%               | 0%         | 1%          | 7%           | 0%                | 3%                         | 0%              | 0%                        | 2%             | 9%              |
| no answer  | 13<br>3%    | 3<br>4%          | 1<br>1%    | 6<br>4%     | 1<br>1%      | 2<br>5%           | 2<br>2%                    | 10<br>3%        | 5<br>4%                   | 0<br>0%<br>i   | 3<br>5%<br>j    |

TABLE 037 page 1

### Proportion of Employees Who Have a Disability

8. Approximately what percentage of your company's employees (full and part-time) have a disability?

|  | TOTAL       | -----REGION----- |            |             |            |               | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|------------|---------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada        | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e          | f             | g                          | h           | i                         | j              | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100%    | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 4<br>1%     | 0<br>0%          | 2<br>3%    | 1<br>1%     | 1<br>1%    | 0<br>0%       | 1<br>1%                    | 3<br>1%     | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%       | 1<br>1%                    | 0<br>0%     | 1<br>1%                   | 0<br>0%        | 0<br>0%         |
| 50% - 74%  | 7<br>2%     | 2<br>3%          | 0<br>0%    | 1<br>1%     | 2<br>2%    | 2<br>5%<br>cd | 2<br>2%                    | 5<br>2%     | 7<br>5%                   | 0<br>0%<br>i   | 0<br>0%         |
| 25% - 49%  | 8<br>2%     | 3<br>4%          | 0<br>0%    | 1<br>1%     | 2<br>2%    | 2<br>5%<br>cd | 4<br>3%                    | 4<br>1%     | 6<br>4%                   | 2<br>1%        | 0<br>0%         |
| 10% - 24%  | 22<br>5%    | 4<br>5%          | 3<br>4%    | 7<br>4%     | 5<br>6%    | 3<br>8%       | 9<br>7%                    | 13<br>4%    | 0<br>0%                   | 16<br>10%<br>i | 6<br>10%<br>i   |
| 1% - 9%  | 19<br>4%    | 3<br>4%          | 4<br>5%    | 9<br>6%     | 3<br>4%    | 0<br>0%       | 6<br>5%                    | 13<br>4%    | 1<br>1%                   | 5<br>3%        | 11<br>18%<br>ij |
| none   | 351<br>81%  | 62<br>82%        | 63<br>83%  | 130<br>83%  | 66<br>80%  | 29<br>76%     | 96<br>79%                  | 255<br>83%  | 119<br>86%                | 134<br>83%     | 40<br>65%<br>ij |
| mean:  | 3.5%        | 3.5%             | 3.6%       | 2.1%        | 5.1%       | 5.1%          | 4.6%                       | 3.0%        | 4.5%                      | 2.1%           | 1.8%<br>i       |
| standard error:  | 0.64%       | 1.24%            | 1.97%      | 0.82%       | 1.82%      | 2.16%         | 1.31%                      | 0.73%       | 1.19%                     | 0.48%          | 0.50%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%            | 0%                         | 0%          | 0%                        | 0%             | 0%              |
| no answer  | 19<br>4%    | 2<br>3%          | 4<br>5%    | 8<br>5%     | 3<br>4%    | 2<br>5%       | 2<br>2%                    | 16<br>5%    | 5<br>4%                   | 4<br>2%        | 5<br>8%         |



TABLE 038 page 1

### Diversity of Workforce Compared With 12 Months Ago

9. Overall, is your company's workforce more diverse—along any dimension—now than it was 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                 |                |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-----------------|----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19          | 20+            |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j               | k              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%     | 62<br>100%     |
| yes  | 111<br>26%  | 22<br>29%        | 15<br>20%  | 41<br>26%   | 20<br>24%  | 13<br>34%  | 35<br>29%                  | 76<br>25%   | 25<br>18%                 | 49<br>30%<br>i  | 27<br>44%<br>i |
| no   | 309<br>72%  | 53<br>70%        | 59<br>78%  | 112<br>71%  | 60<br>72%  | 24<br>63%  | 83<br>69%                  | 225<br>73%  | 110<br>79%                | 109<br>68%<br>i | 34<br>55%<br>i |
| no answer  | 11<br>3%    | 1<br>1%          | 2<br>3%    | 4<br>3%     | 3<br>4%    | 1<br>3%    | 3<br>2%                    | 8<br>3%     | 4<br>3%                   | 3<br>2%         | 1<br>2%        |

TABLE 039 page 1

### Diversity Proportions Compared With 12 Months Ago: Larger Percentage Summary

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |               |                | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|-------------|---------------|----------------|----------------------------|-----------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West          | Canada         | yes                        | no              | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d           | e             | f              | g                          | h               | i                         | j               | k               |
| LARGER PERCENTAGE SUMMARY  |             |                  |            |             |               |                |                            |                 |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%    | 38<br>100%     | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| females  | 73<br>17%   | 15<br>20%        | 13<br>17%  | 26<br>17%   | 16<br>19%     | 3<br>8%        | 28<br>23%                  | 45<br>15%<br>g  | 14<br>10%                 | 34<br>21%<br>i  | 25<br>40%<br>ij |
| Black or African American  | 35<br>8%    | 7<br>9%          | 8<br>11%   | 14<br>9%    | 5<br>6%       | 1<br>3%        | 11<br>9%                   | 24<br>8%        | 2<br>1%                   | 11<br>7%<br>i   | 22<br>35%<br>ij |
| other race other than White  | 35<br>8%    | 5<br>7%          | 2<br>3%    | 14<br>9%    | 9<br>11%<br>c | 5<br>13%<br>c  | 10<br>8%                   | 25<br>8%        | 7<br>5%                   | 15<br>9%        | 11<br>18%<br>i  |
| veterans   | 25<br>6%    | 5<br>7%          | 2<br>3%    | 10<br>6%    | 6<br>7%       | 2<br>5%        | 9<br>7%                    | 16<br>5%        | 4<br>3%                   | 10<br>6%        | 10<br>16%<br>ij |
| Asian  | 14<br>3%    | 0<br>0%          | 1<br>1%    | 6<br>4%     | 3<br>4%       | 4<br>11%<br>bc | 5<br>4%                    | 9<br>3%         | 3<br>2%                   | 6<br>4%         | 5<br>8%<br>i    |
| American Indian or Alaska Native   | 11<br>3%    | 0<br>0%          | 1<br>1%    | 6<br>4%     | 3<br>4%       | 1<br>3%        | 3<br>2%                    | 8<br>3%         | 0<br>0%                   | 8<br>5%<br>i    | 3<br>5%<br>i    |
| individuals with disabilities  | 10<br>2%    | 1<br>1%          | 2<br>3%    | 3<br>2%     | 3<br>4%       | 1<br>3%        | 4<br>3%                    | 6<br>2%         | 0<br>0%                   | 4<br>2%         | 5<br>8%<br>i    |
| Native Hawaiian and other<br>Pacific Islander                                    | 2<br>0%     | 1<br>1%          | 0<br>0%    | 1<br>1%     | 0<br>0%       | 0<br>0%        | 0<br>0%                    | 2<br>1%         | 0<br>0%                   | 1<br>1%         | 1<br>2%         |
| indicated at least one   | 125<br>29%  | 23<br>30%        | 18<br>24%  | 48<br>31%   | 27<br>33%     | 9<br>24%       | 46<br>38%                  | 79<br>26%<br>g  | 24<br>17%                 | 60<br>37%<br>i  | 38<br>61%<br>ij |
| indicated none   | 306<br>71%  | 53<br>70%        | 58<br>76%  | 109<br>69%  | 56<br>67%     | 29<br>76%      | 75<br>62%                  | 230<br>74%<br>g | 115<br>83%                | 101<br>63%<br>i | 24<br>39%<br>ij |

TABLE 040 page 1

### Diversity Proportions Compared With 12 Months Ago: Smaller Percentage Summary

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |              |              | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|--------------|--------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West         | Canada       | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e            | f            | g                          | h           | i                         | j           | k               |
| SMALLER PERCENTAGE SUMMARY   |             |                  |            |             |              |              |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%   | 38<br>100%   | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100%      |
| other race other than White  | 18<br>4%    | 2<br>3%          | 2<br>3%    | 7<br>4%     | 5<br>6%      | 2<br>5%      | 6<br>5%                    | 12<br>4%    | 7<br>5%                   | 6<br>4%     | 5<br>8%         |
| Black or African American  | 16<br>4%    | 2<br>3%          | 1<br>1%    | 7<br>4%     | 4<br>5%      | 2<br>5%      | 7<br>6%                    | 9<br>3%     | 2<br>1%                   | 8<br>5%     | 6<br>10%<br>i   |
| females  | 16<br>4%    | 2<br>3%          | 4<br>5%    | 4<br>3%     | 5<br>6%      | 1<br>3%      | 3<br>2%                    | 13<br>4%    | 4<br>3%                   | 7<br>4%     | 5<br>8%         |
| veterans   | 13<br>3%    | 2<br>3%          | 6<br>8%    | 4<br>3%     | 1<br>1%<br>c | 0<br>0%      | 5<br>4%                    | 8<br>3%     | 3<br>2%                   | 5<br>3%     | 5<br>8%<br>i    |
| American Indian or Alaska Native   | 8<br>2%     | 0<br>0%          | 1<br>1%    | 2<br>1%     | 3<br>4%      | 2<br>5%<br>b | 4<br>3%                    | 4<br>1%     | 3<br>2%                   | 3<br>2%     | 2<br>3%         |
| Asian  | 7<br>2%     | 1<br>1%          | 1<br>1%    | 3<br>2%     | 1<br>1%      | 1<br>3%      | 2<br>2%                    | 5<br>2%     | 2<br>1%                   | 2<br>1%     | 3<br>5%         |
| individuals with disabilities  | 5<br>1%     | 1<br>1%          | 0<br>0%    | 2<br>1%     | 1<br>1%      | 1<br>3%      | 2<br>2%                    | 3<br>1%     | 2<br>1%                   | 2<br>1%     | 1<br>2%         |
| Native Hawaiian and other<br>Pacific Islander                                    | 2<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%      | 1<br>3%      | 1<br>1%                    | 1<br>0%     | 1<br>1%                   | 1<br>1%     | 0<br>0%         |
| indicated at least one   | 52<br>12%   | 6<br>8%          | 7<br>9%    | 19<br>12%   | 15<br>18%    | 5<br>13%     | 16<br>13%                  | 36<br>12%   | 14<br>10%                 | 20<br>12%   | 18<br>29%<br>ij |
| indicated none   | 379<br>88%  | 70<br>92%        | 69<br>91%  | 138<br>88%  | 68<br>82%    | 33<br>87%    | 105<br>87%                 | 273<br>88%  | 125<br>90%                | 141<br>88%  | 44<br>71%<br>ij |

TABLE 041 page 1

### Diversity Proportions Compared With 12 Months Ago: Black or African American

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |                |               | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|-------------|----------------|---------------|----------------------------|-----------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada        | yes                        | no              | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d           | e              | f             | g                          | h               | i                         | j               | k               |
| BLACK OR AFRICAN AMERICAN  |             |                  |            |             |                |               |                            |                 |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%     | 38<br>100%    | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| larger percentage  | 35<br>8%    | 7<br>9%          | 8<br>11%   | 14<br>9%    | 5<br>6%        | 1<br>3%       | 11<br>9%                   | 24<br>8%        | 2<br>1%                   | 11<br>7%<br>i   | 22<br>35%<br>ij |
| no change  | 331<br>77%  | 63<br>83%        | 62<br>82%  | 116<br>74%  | 61<br>73%      | 28<br>74%     | 85<br>70%                  | 246<br>80%<br>g | 122<br>88%                | 126<br>78%<br>i | 30<br>48%<br>ij |
| smaller percentage   | 16<br>4%    | 2<br>3%          | 1<br>1%    | 7<br>4%     | 4<br>5%        | 2<br>5%       | 7<br>6%                    | 9<br>3%         | 2<br>1%                   | 8<br>5%         | 6<br>10%<br>i   |
| no answer  | 49<br>11%   | 4<br>5%          | 5<br>7%    | 20<br>13%   | 13<br>16%<br>b | 7<br>18%<br>b | 18<br>15%                  | 30<br>10%       | 13<br>9%                  | 16<br>10%       | 4<br>6%         |

TABLE 042 page 1

### Diversity Proportions Compared With 12 Months Ago: American Indian or Alaska Native

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |                 |            |                | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |              |                |
|--|-------------|------------------|------------|-----------------|------------|----------------|----------------------------|-----------------|---------------------------|--------------|----------------|
|  |             | Northeast        | Midwest    | South           | West       | Canada         | yes                        | no              | 2 - 4                     | 5 - 19       | 20+            |
|  | a           | b                | c          | d               | e          | f              | g                          | h               | i                         | j            | k              |
| AMERICAN INDIAN OR ALASKA NATIVE   |             |                  |            |                 |            |                |                            |                 |                           |              |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%     | 83<br>100% | 38<br>100%     | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%  | 62<br>100%     |
| larger percentage  | 11<br>3%    | 0<br>0%          | 1<br>1%    | 6<br>4%         | 3<br>4%    | 1<br>3%        | 3<br>2%                    | 8<br>3%         | 0<br>0%                   | 8<br>5%<br>i | 3<br>5%<br>i   |
| no change  | 339<br>79%  | 66<br>87%        | 64<br>84%  | 117<br>75%<br>b | 64<br>77%  | 27<br>71%<br>b | 86<br>71%                  | 253<br>82%<br>g | 120<br>86%                | 126<br>78%   | 42<br>68%<br>i |
| smaller percentage   | 8<br>2%     | 0<br>0%          | 1<br>1%    | 2<br>1%         | 3<br>4%    | 2<br>5%<br>b   | 4<br>3%                    | 4<br>1%         | 3<br>2%                   | 3<br>2%      | 2<br>3%        |
| no answer  | 73<br>17%   | 10<br>13%        | 10<br>13%  | 32<br>20%       | 13<br>16%  | 8<br>21%       | 28<br>23%                  | 44<br>14%<br>g  | 16<br>12%                 | 24<br>15%    | 15<br>24%<br>i |

TABLE 043 page 1

### Diversity Proportions Compared With 12 Months Ago: Asian

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |            |                | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|----------------|----------------------------|-----------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada         | yes                        | no              | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f              | g                          | h               | i                         | j           | k               |
| ASIAN  |             |                  |            |             |            |                |                            |                 |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100%     | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100% | 62<br>100%      |
| larger percentage  | 14<br>3%    | 0<br>0%          | 1<br>1%    | 6<br>4%     | 3<br>4%    | 4<br>11%<br>bc | 5<br>4%                    | 9<br>3%         | 3<br>2%                   | 6<br>4%     | 5<br>8%<br>i    |
| no change  | 338<br>78%  | 64<br>84%        | 64<br>84%  | 118<br>75%  | 65<br>78%  | 26<br>68%      | 87<br>72%                  | 251<br>81%<br>g | 117<br>84%                | 130<br>81%  | 40<br>65%<br>ij |
| smaller percentage   | 7<br>2%     | 1<br>1%          | 1<br>1%    | 3<br>2%     | 1<br>1%    | 1<br>3%        | 2<br>2%                    | 5<br>2%         | 2<br>1%                   | 2<br>1%     | 3<br>5%         |
| no answer  | 72<br>17%   | 11<br>14%        | 10<br>13%  | 30<br>19%   | 14<br>17%  | 7<br>18%       | 27<br>22%                  | 44<br>14%<br>g  | 17<br>12%                 | 23<br>14%   | 14<br>23%       |

TABLE 044 page 1

### Diversity Proportions Compared With 12 Months Ago: Native Hawaiian and Other Pacific Islander

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |                |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|-------------|----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19      | 20+            |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j           | k              |
| NATIVE HAWAIIAN AND OTHER<br>PACIFIC ISLANDER                                    |             |                  |            |             |            |            |                            |                 |                           |             |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100% | 62<br>100%     |
| larger percentage  | 2<br>0%     | 1<br>1%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 2<br>1%         | 0<br>0%                   | 1<br>1%     | 1<br>2%        |
| no change  | 348<br>81%  | 64<br>84%        | 66<br>87%  | 121<br>77%  | 67<br>81%  | 29<br>76%  | 87<br>72%                  | 261<br>84%<br>g | 120<br>86%                | 132<br>82%  | 44<br>71%<br>i |
| smaller percentage   | 2<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 1<br>3%    | 1<br>1%                    | 1<br>0%         | 1<br>1%                   | 1<br>1%     | 0<br>0%        |
| no answer  | 79<br>18%   | 11<br>14%        | 10<br>13%  | 34<br>22%   | 16<br>19%  | 8<br>21%   | 33<br>27%                  | 45<br>15%<br>g  | 18<br>13%                 | 27<br>17%   | 17<br>27%<br>i |

TABLE 045 page 1

### Diversity Proportions Compared With 12 Months Ago: Other Race Other Than White

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |                |                 | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|----------------|-----------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada          | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e              | f               | g                          | h           | i                         | j           | k               |
| OTHER RACE OTHER THAN WHITE  |             |                  |            |             |                |                 |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%     | 38<br>100%      | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100%      |
| larger percentage  | 35<br>8%    | 5<br>7%          | 2<br>3%    | 14<br>9%    | 9<br>11%<br>c  | 5<br>13%<br>c   | 10<br>8%                   | 25<br>8%    | 7<br>5%                   | 15<br>9%    | 11<br>18%<br>i  |
| no change  | 322<br>75%  | 62<br>82%        | 64<br>84%  | 114<br>73%  | 57<br>69%<br>c | 24<br>63%<br>bc | 85<br>70%                  | 237<br>77%  | 111<br>80%                | 125<br>78%  | 35<br>56%<br>ij |
| smaller percentage   | 18<br>4%    | 2<br>3%          | 2<br>3%    | 7<br>4%     | 5<br>6%        | 2<br>5%         | 6<br>5%                    | 12<br>4%    | 7<br>5%                   | 6<br>4%     | 5<br>8%         |
| no answer  | 56<br>13%   | 7<br>9%          | 8<br>11%   | 22<br>14%   | 12<br>14%      | 7<br>18%        | 20<br>17%                  | 35<br>11%   | 14<br>10%                 | 15<br>9%    | 11<br>18%       |



TABLE 046 page 1

### Diversity Proportions Compared With 12 Months Ago: Females

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j               | k               |
| FEMALES  |             |                  |            |             |            |            |                            |                 |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| larger percentage  | 73<br>17%   | 15<br>20%        | 13<br>17%  | 26<br>17%   | 16<br>19%  | 3<br>8%    | 28<br>23%                  | 45<br>15%<br>g  | 14<br>10%                 | 34<br>21%<br>i  | 25<br>40%<br>ij |
| no change  | 297<br>69%  | 55<br>72%        | 52<br>68%  | 108<br>69%  | 53<br>64%  | 28<br>74%  | 74<br>61%                  | 223<br>72%<br>g | 112<br>81%                | 108<br>67%<br>i | 27<br>44%<br>ij |
| smaller percentage   | 16<br>4%    | 2<br>3%          | 4<br>5%    | 4<br>3%     | 5<br>6%    | 1<br>3%    | 3<br>2%                    | 13<br>4%        | 4<br>3%                   | 7<br>4%         | 5<br>8%         |
| no answer  | 45<br>10%   | 4<br>5%          | 7<br>9%    | 19<br>12%   | 9<br>11%   | 6<br>16%   | 16<br>13%                  | 28<br>9%        | 9<br>6%                   | 12<br>7%        | 5<br>8%         |

TABLE 047 page 1

### Diversity Proportions Compared With 12 Months Ago: Veterans

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |              |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|--------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West         | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e            | f          | g                          | h           | i                         | j           | k               |
| VETERANS   |             |                  |            |             |              |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%   | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100%      |
| larger percentage  | 25<br>6%    | 5<br>7%          | 2<br>3%    | 10<br>6%    | 6<br>7%      | 2<br>5%    | 9<br>7%                    | 16<br>5%    | 4<br>3%                   | 10<br>6%    | 10<br>16%<br>ij |
| no change  | 336<br>78%  | 61<br>80%        | 61<br>80%  | 121<br>77%  | 64<br>77%    | 28<br>74%  | 88<br>73%                  | 248<br>80%  | 115<br>83%                | 131<br>81%  | 38<br>61%<br>ij |
| smaller percentage   | 13<br>3%    | 2<br>3%          | 6<br>8%    | 4<br>3%     | 1<br>1%<br>c | 0<br>0%    | 5<br>4%                    | 8<br>3%     | 3<br>2%                   | 5<br>3%     | 5<br>8%<br>i    |
| no answer  | 57<br>13%   | 8<br>11%         | 7<br>9%    | 22<br>14%   | 12<br>14%    | 8<br>21%   | 19<br>16%                  | 37<br>12%   | 17<br>12%                 | 15<br>9%    | 9<br>15%        |

TABLE 048 page 1

### Diversity Proportions Compared With 12 Months Ago: Individuals With Disabilities

10. Do each of the following populations represent a larger or smaller percentage of your company's workforce today than they did 12 months ago?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k               |
| INDIVIDUALS WITH DISABILITIES  |             |                  |            |             |            |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100%      |
| larger percentage  | 10<br>2%    | 1<br>1%          | 2<br>3%    | 3<br>2%     | 3<br>4%    | 1<br>3%    | 4<br>3%                    | 6<br>2%     | 0<br>0%                   | 4<br>2%     | 5<br>8%<br>i    |
| no change  | 345<br>80%  | 64<br>84%        | 65<br>86%  | 122<br>78%  | 65<br>78%  | 28<br>74%  | 91<br>75%                  | 254<br>82%  | 120<br>86%                | 131<br>81%  | 42<br>68%<br>ij |
| smaller percentage   | 5<br>1%     | 1<br>1%          | 0<br>0%    | 2<br>1%     | 1<br>1%    | 1<br>3%    | 2<br>2%                    | 3<br>1%     | 2<br>1%                   | 2<br>1%     | 1<br>2%         |
| no answer  | 71<br>16%   | 10<br>13%        | 9<br>12%   | 30<br>19%   | 14<br>17%  | 8<br>21%   | 24<br>20%                  | 46<br>15%   | 17<br>12%                 | 24<br>15%   | 14<br>23%       |

TABLE 049 page 1

### Management: Proportion of Employees By Race: Mean Summary

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL  | -----REGION----- |         |           |              |        | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |        |        |
|--|--------|------------------|---------|-----------|--------------|--------|----------------------------|------------|---------------------------|--------|--------|
|  |        | Northeast        | Midwest | South     | West         | Canada | yes                        | no         | 2 - 4                     | 5 - 19 | 20+    |
|  | a      | b                | c       | d         | e            | f      | g                          | h          | i                         | j      | k      |
| MEAN SUMMARY   |        |                  |         |           |              |        |                            |            |                           |        |        |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>answering (fill-in answers) |        |                  |         |           |              |        |                            |            |                           |        |        |
| White  | 82.5%  | 88.1%            | 84.8%   | 86.1%     | 68.6%<br>bcd | 82.3%  | 64.9%                      | 89.8%<br>g | 84.8%                     | 79.4%  | 81.0%  |
| Black or African American  | 2.9%   | 3.7%             | 3.7%    | 3.4%      | 1.4%         | 0.0%   | 6.8%                       | 1.2%<br>g  | 1.5%                      | 3.7%   | 3.0%   |
| Asian  | 1.4%   | 0.0%             | 1.4%    | 0.6%      | 3.1%         | 3.8%   | 3.4%                       | 0.6%       | 1.2%                      | 1.3%   | 2.6%   |
| American Indian or Alaska Native   | 0.8%   | 0.0%             | 0.0%    | 1.2%      | 1.4%         | 0.4%   | 2.0%                       | 0.3%       | 0.0%                      | 1.7%   | 0.1%   |
| Native Hawaiian and other<br>Pacific Islander  | 0.6%   | 0.0%             | 0.0%    | 0.0%      | 2.9%<br>bcd  | 0.0%   | 1.0%                       | 0.4%       | 0.9%                      | 0.3%   | 0.8%   |
| other race   | 2.1%   | 3.7%             | 0.0%    | 2.9%<br>c | 2.0%         | 0.0%   | 4.5%                       | 1.1%       | 1.1%                      | 2.9%   | 3.1%   |
| mixed race (two or more races)   | 7.6%   | 4.5%             | 6.8%    | 2.5%      | 18.2%<br>bcd | 13.5%  | 15.0%                      | 4.5%<br>g  | 8.1%                      | 8.0%   | 7.4%   |
| don't know   | 2.2%   | 0.0%             | 3.3%    | 3.1%<br>b | 2.3%         | 0.0%   | 2.4%                       | 2.1%       | 2.3%                      | 2.6%   | 1.9%   |
| TOTAL =  | 100.0% | 100.0%           | 100.0%  | 100.0%    | 100.0%       | 100.0% | 100.0%                     | 100.0%     | 100.0%                    | 100.0% | 100.0% |

TABLE 050 page 1

### Management: Proportion of Employees By Race: Mixed Race

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |              |                  |             | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|-------------|--------------|------------------|-------------|----------------------------|-----------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest     | South        | West             | Canada      | yes                        | no              | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c           | d            | e                | f           | g                          | h               | i                         | j           | k             |
| MIXED RACE (TWO OR MORE RACES)   |             |                  |             |              |                  |             |                            |                 |                           |             |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%  | 137<br>100%  | 74<br>100%       | 27<br>100%  | 106<br>100%                | 258<br>100%     | 113<br>100%               | 155<br>100% | 62<br>100%    |
| 100%   | 17<br>5%    | 1<br>2%          | 3<br>5%     | 2<br>1%      | 8<br>11%<br>bd   | 3<br>11%    | 10<br>9%                   | 7<br>3%<br>g    | 6<br>5%                   | 8<br>5%     | 2<br>3%       |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 1<br>2%     | 0<br>0%      | 0<br>0%          | 0<br>0%     | 0<br>0%                    | 1<br>0%         | 0<br>0%                   | 0<br>0%     | 1<br>2%       |
| 50% - 74%  | 10<br>3%    | 3<br>5%          | 0<br>0%     | 0<br>0%<br>b | 6<br>8%<br>cd    | 1<br>4%     | 8<br>8%                    | 2<br>1%<br>g    | 5<br>4%                   | 4<br>3%     | 1<br>2%       |
| 25% - 49%  | 7<br>2%     | 1<br>2%          | 0<br>0%     | 2<br>1%      | 4<br>5%          | 0<br>0%     | 2<br>2%                    | 5<br>2%         | 1<br>1%                   | 5<br>3%     | 1<br>2%       |
| 10% - 24%  | 4<br>1%     | 0<br>0%          | 0<br>0%     | 3<br>2%      | 1<br>1%          | 0<br>0%     | 3<br>3%                    | 1<br>0%<br>g    | 0<br>0%                   | 2<br>1%     | 2<br>3%       |
| 1% - 9%  | 6<br>2%     | 0<br>0%          | 1<br>2%     | 4<br>3%      | 1<br>1%          | 0<br>0%     | 1<br>1%                    | 5<br>2%         | 0<br>0%                   | 1<br>1%     | 5<br>8%<br>ij |
| none   | 304<br>84%  | 58<br>92%        | 54<br>87%   | 119<br>87%   | 50<br>68%<br>bcd | 22<br>81%   | 78<br>74%                  | 226<br>88%<br>g | 97<br>86%                 | 131<br>85%  | 48<br>77%     |
| mean:  | 7.6%        | 4.5%             | 6.8%        | 2.5%         | 18.2%<br>bcd     | 13.5%       | 15.0%                      | 4.5%<br>g       | 8.1%                      | 8.0%        | 7.4%          |
| standard error:<br>median:   | 1.27%<br>0% | 2.11%<br>0%      | 3.28%<br>0% | 1.15%<br>0%  | 4.04%<br>0%      | 6.54%<br>0% | 3.13%<br>0%                | 1.19%<br>0%     | 2.38%<br>0%               | 1.96%<br>0% | 3.00%<br>0%   |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%     | 7<br>5%      | 4<br>5%          | 1<br>4%     | 4<br>4%                    | 11<br>4%        | 4<br>4%                   | 4<br>3%     | 2<br>3%       |

TABLE 051 page 1

Management: Proportion of Employees By Race: White

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |              |             |                  |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|--------------|-------------|------------------|------------|----------------------------|-----------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest      | South       | West             | Canada     | yes                        | no              | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c            | d           | e                | f          | g                          | h               | i                         | j           | k               |
| WHITE  |             |                  |              |             |                  |            |                            |                 |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%   | 137<br>100% | 74<br>100%       | 27<br>100% | 106<br>100%                | 258<br>100%     | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 249<br>68%  | 50<br>79%        | 47<br>76%    | 95<br>69%   | 36<br>49%<br>bcd | 20<br>74%  | 51<br>48%                  | 198<br>77%<br>g | 88<br>78%                 | 105<br>68%  | 29<br>47%<br>ij |
| 75% - 99%  | 27<br>7%    | 2<br>3%          | 3<br>5%      | 15<br>11%   | 6<br>8%          | 1<br>4%    | 9<br>8%                    | 18<br>7%        | 1<br>1%                   | 7<br>5%     | 19<br>31%<br>ij |
| 50% - 74%  | 23<br>6%    | 6<br>10%         | 0<br>0%<br>b | 6<br>4%     | 10<br>14%<br>cd  | 1<br>4%    | 11<br>10%                  | 12<br>5%<br>g   | 6<br>5%                   | 14<br>9%    | 3<br>5%         |
| 25% - 49%  | 8<br>2%     | 1<br>2%          | 1<br>2%      | 3<br>2%     | 3<br>4%          | 0<br>0%    | 5<br>5%                    | 3<br>1%<br>g    | 2<br>2%                   | 3<br>2%     | 3<br>5%         |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%      | 0<br>0%     | 1<br>1%          | 0<br>0%    | 0<br>0%                    | 1<br>0%         | 0<br>0%                   | 0<br>0%     | 1<br>2%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%      | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| none   | 41<br>11%   | 4<br>6%          | 8<br>13%     | 11<br>8%    | 14<br>19%<br>bd  | 4<br>15%   | 26<br>25%                  | 15<br>6%<br>g   | 12<br>11%                 | 22<br>14%   | 5<br>8%         |
| mean:  | 82.5%       | 88.1%            | 84.8%        | 86.1%       | 68.6%<br>bcd     | 82.3%      | 64.9%                      | 89.8%<br>g      | 84.8%                     | 79.4%       | 81.0%           |
| standard error:  | 1.80%       | 3.48%            | 4.52%        | 2.60%       | 4.76%            | 7.28%      | 4.18%                      | 1.66%           | 3.18%                     | 2.94%       | 3.88%           |
| median:  | 100%        | 100%             | 100%         | 100%        | 100%             | 100%       | 97%                        | 100%            | 100%                      | 100%        | 95%             |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%      | 7<br>5%     | 4<br>5%          | 1<br>4%    | 4<br>4%                    | 11<br>4%        | 4<br>4%                   | 4<br>3%     | 2<br>3%         |

TABLE 052 page 1

**Management: Proportion of Employees By Race: Black or African American**

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|--------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no           | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h            | i                         | j           | k               |
| BLACK OR AFRICAN AMERICAN  |             |                  |            |             |            |            |                            |              |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100%  | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 4<br>1%     | 1<br>2%          | 2<br>3%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 4<br>4%                    | 0<br>0%<br>g | 1<br>1%                   | 2<br>1%     | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 0<br>0%      | 0<br>0%                   | 1<br>1%     | 0<br>0%         |
| 50% - 74%  | 4<br>1%     | 1<br>2%          | 0<br>0%    | 2<br>1%     | 1<br>1%    | 0<br>0%    | 2<br>2%                    | 2<br>1%      | 1<br>1%                   | 3<br>2%     | 0<br>0%         |
| 25% - 49%  | 5<br>1%     | 2<br>3%          | 0<br>0%    | 2<br>1%     | 1<br>1%    | 0<br>0%    | 2<br>2%                    | 3<br>1%      | 0<br>0%                   | 3<br>2%     | 2<br>3%         |
| 10% - 24%  | 9<br>2%     | 2<br>3%          | 1<br>2%    | 6<br>4%     | 0<br>0%    | 0<br>0%    | 2<br>2%                    | 7<br>3%      | 0<br>0%                   | 1<br>1%     | 8<br>13%<br>ij  |
| 1% - 9%  | 6<br>2%     | 0<br>0%          | 2<br>3%    | 4<br>3%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 5<br>2%      | 0<br>0%                   | 0<br>0%     | 6<br>10%<br>ij  |
| none   | 320<br>88%  | 57<br>90%        | 54<br>87%  | 114<br>83%  | 68<br>92%  | 26<br>96%  | 90<br>85%                  | 230<br>89%   | 107<br>95%                | 141<br>91%  | 44<br>71%<br>ij |
| mean:  | 2.9%        | 3.7%             | 3.7%       | 3.4%        | 1.4%       | 0.0%       | 6.8%                       | 1.2%<br>g    | 1.5%                      | 3.7%        | 3.0%            |
| standard error:  | 0.73%       | 1.89%            | 2.38%      | 1.23%       | 1.06%      | 0.00%      | 2.27%                      | 0.39%<br>g   | 1.10%                     | 1.29%       | 0.87%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%           | 0%                        | 0%          | 0%              |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%    | 7<br>5%     | 4<br>5%    | 1<br>4%    | 4<br>4%                    | 11<br>4%     | 4<br>4%                   | 4<br>3%     | 2<br>3%         |

TABLE 053 page 1

**Management: Proportion of Employees By Race: American Indian or Alaska Native**

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |                 |                |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |             |
|--|-------------|------------------|-------------|-----------------|----------------|-------------|----------------------------|-------------|---------------------------|-------------|-------------|
|  |             | Northeast        | Midwest     | South           | West           | Canada      | yes                        | no          | 2 - 4                     | 5 - 19      | 20+         |
|  | a           | b                | c           | d               | e              | f           | g                          | h           | i                         | j           | k           |
| AMERICAN INDIAN OR ALASKA NATIVE   |             |                  |             |                 |                |             |                            |             |                           |             |             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%  | 137<br>100%     | 74<br>100%     | 27<br>100%  | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100%  |
| 100%   | 1<br>0%     | 0<br>0%          | 0<br>0%     | 1<br>1%         | 0<br>0%        | 0<br>0%     | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%     |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%         | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%     |
| 50% - 74%  | 3<br>1%     | 0<br>0%          | 0<br>0%     | 1<br>1%         | 2<br>3%        | 0<br>0%     | 2<br>2%                    | 1<br>0%     | 0<br>0%                   | 3<br>2%     | 0<br>0%     |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%         | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%     |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%         | 0<br>0%        | 1<br>4%     | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%     |
| 1% - 9%  | 2<br>1%     | 0<br>0%          | 0<br>0%     | 2<br>1%         | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 2<br>1%     | 0<br>0%                   | 0<br>0%     | 2<br>3%     |
| none   | 342<br>94%  | 63<br>100%       | 59<br>95%   | 126<br>92%<br>b | 68<br>92%<br>b | 25<br>93%   | 99<br>93%                  | 243<br>94%  | 109<br>96%                | 146<br>94%  | 58<br>94%   |
| mean:  | 0.8%        | 0.0%             | 0.0%        | 1.2%            | 1.4%           | 0.4%        | 2.0%                       | 0.3%        | 0.0%                      | 1.7%        | 0.1%        |
| standard error:<br>median:   | 0.38%<br>0% | 0.00%<br>0%      | 0.00%<br>0% | 0.86%<br>0%     | 1.00%<br>0%    | 0.38%<br>0% | 1.19%<br>0%                | 0.21%<br>0% | 0.00%<br>0%               | 0.87%<br>0% | 0.12%<br>0% |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%     | 7<br>5%         | 4<br>5%        | 1<br>4%     | 4<br>4%                    | 11<br>4%    | 4<br>4%                   | 4<br>3%     | 2<br>3%     |



TABLE 054 page 1

Management: Proportion of Employees By Race: Asian

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |                |                 |                |             | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|----------------|-----------------|----------------|-------------|----------------------------|--------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest        | South           | West           | Canada      | yes                        | no           | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c              | d               | e              | f           | g                          | h            | i                         | j           | k               |
| ASIAN  |             |                  |                |                 |                |             |                            |              |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%     | 137<br>100%     | 74<br>100%     | 27<br>100%  | 106<br>100%                | 258<br>100%  | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 2<br>1%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 1<br>1%        | 1<br>4%     | 2<br>2%                    | 0<br>0%<br>g | 1<br>1%                   | 1<br>1%     | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 50% - 74%  | 3<br>1%     | 0<br>0%          | 1<br>2%        | 0<br>0%         | 2<br>3%        | 0<br>0%     | 2<br>2%                    | 1<br>0%      | 0<br>0%                   | 1<br>1%     | 2<br>3%         |
| 25% - 49%  | 3<br>1%     | 0<br>0%          | 1<br>2%        | 2<br>1%         | 0<br>0%        | 0<br>0%     | 1<br>1%                    | 2<br>1%      | 1<br>1%                   | 1<br>1%     | 1<br>2%         |
| 10% - 24%  | 2<br>1%     | 0<br>0%          | 0<br>0%        | 1<br>1%         | 1<br>1%        | 0<br>0%     | 0<br>0%                    | 2<br>1%      | 0<br>0%                   | 1<br>1%     | 1<br>2%         |
| 1% - 9%  | 3<br>1%     | 0<br>0%          | 1<br>2%        | 2<br>1%         | 0<br>0%        | 0<br>0%     | 2<br>2%                    | 1<br>0%      | 0<br>0%                   | 0<br>0%     | 3<br>5%<br>ij   |
| none   | 336<br>92%  | 63<br>100%       | 56<br>90%<br>b | 125<br>91%<br>b | 66<br>89%<br>b | 25<br>93%   | 95<br>90%                  | 241<br>93%   | 107<br>95%                | 147<br>95%  | 53<br>85%<br>ij |
| mean:  | 1.4%        | 0.0%             | 1.4%           | 0.6%            | 3.1%           | 3.8%        | 3.4%                       | 0.6%         | 1.2%                      | 1.3%        | 2.6%            |
| standard error:<br>median:   | 0.50%<br>0% | 0.00%<br>0%      | 0.96%<br>0%    | 0.37%<br>0%     | 1.75%<br>0%    | 3.85%<br>0% | 1.56%<br>0%                | 0.28%<br>0%  | 0.96%<br>0%               | 0.77%<br>0% | 1.31%<br>0%     |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%        | 7<br>5%         | 4<br>5%        | 1<br>4%     | 4<br>4%                    | 11<br>4%     | 4<br>4%                   | 4<br>3%     | 2<br>3%         |

TABLE 055 page 1

### Management: Proportion of Employees By Race: Native Hawaiian and Other Pacific Islander

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |             |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e              | f          | g                          | h           | i                         | j           | k          |
| NATIVE HAWAIIAN AND OTHER<br>PACIFIC ISLANDER  |             |                  |            |             |                |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100%     | 27<br>100% | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100% |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 4<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 4<br>5%<br>d   | 0<br>0%    | 2<br>2%                    | 2<br>1%     | 2<br>2%                   | 1<br>1%     | 1<br>2%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 345<br>95%  | 63<br>100%       | 59<br>95%  | 130<br>95%  | 66<br>89%<br>b | 26<br>96%  | 100<br>94%                 | 245<br>95%  | 107<br>95%                | 150<br>97%  | 59<br>95%  |
| mean:  | 0.6%        | 0.0%             | 0.0%       | 0.0%        | 2.9%<br>bcd    | 0.0%       | 1.0%                       | 0.4%        | 0.9%                      | 0.3%        | 0.8%       |
| standard error:  | 0.29%       | 0.00%            | 0.00%      | 0.00%       | 1.40%<br>0%    | 0.00%      | 0.69%                      | 0.29%       | 0.65%                     | 0.33%       | 0.83%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%    | 7<br>5%     | 4<br>5%        | 1<br>4%    | 4<br>4%                    | 11<br>4%    | 4<br>4%                   | 4<br>3%     | 2<br>3%    |

TABLE 056 page 1

### Management: Proportion of Employees By Race: Other Race

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |             |             |             | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|-------------|-------------|-------------|-------------|----------------------------|--------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest     | South       | West        | Canada      | yes                        | no           | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c           | d           | e           | f           | g                          | h            | i                         | j           | k               |
| OTHER RACE   |             |                  |             |             |             |             |                            |              |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%  | 137<br>100% | 74<br>100%  | 27<br>100%  | 106<br>100%                | 258<br>100%  | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 4<br>1%     | 2<br>3%          | 0<br>0%     | 2<br>1%     | 0<br>0%     | 0<br>0%     | 3<br>3%                    | 1<br>0%<br>g | 1<br>1%                   | 3<br>2%     | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 50% - 74%  | 2<br>1%     | 0<br>0%          | 0<br>0%     | 1<br>1%     | 1<br>1%     | 0<br>0%     | 1<br>1%                    | 1<br>0%      | 0<br>0%                   | 1<br>1%     | 1<br>2%         |
| 25% - 49%  | 5<br>1%     | 1<br>2%          | 0<br>0%     | 3<br>2%     | 1<br>1%     | 0<br>0%     | 3<br>3%                    | 2<br>1%      | 1<br>1%                   | 2<br>1%     | 2<br>3%         |
| 10% - 24%  | 5<br>1%     | 0<br>0%          | 0<br>0%     | 2<br>1%     | 3<br>4%     | 0<br>0%     | 1<br>1%                    | 4<br>2%      | 0<br>0%                   | 1<br>1%     | 4<br>6%<br>ij   |
| 1% - 9%  | 3<br>1%     | 0<br>0%          | 1<br>2%     | 1<br>1%     | 1<br>1%     | 0<br>0%     | 0<br>0%                    | 3<br>1%      | 0<br>0%                   | 0<br>0%     | 3<br>5%<br>ij   |
| none   | 330<br>91%  | 60<br>95%        | 58<br>94%   | 121<br>88%  | 64<br>86%   | 26<br>96%   | 94<br>89%                  | 236<br>91%   | 107<br>95%                | 144<br>93%  | 50<br>81%<br>ij |
| mean:  | 2.1%        | 3.7%             | 0.0%        | 2.9%<br>c   | 2.0%        | 0.0%        | 4.5%                       | 1.1%         | 1.1%                      | 2.9%        | 3.1%            |
| standard error:<br>median:   | 0.64%<br>0% | 2.27%<br>0%      | 0.03%<br>0% | 1.22%<br>0% | 1.00%<br>0% | 0.00%<br>0% | 1.82%<br>0%                | 0.50%<br>0%  | 0.94%<br>0%               | 1.23%<br>0% | 1.22%<br>0%     |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%     | 7<br>5%     | 4<br>5%     | 1<br>4%     | 4<br>4%                    | 11<br>4%     | 4<br>4%                   | 4<br>3%     | 2<br>3%         |

TABLE 057 page 1

### Management: Proportion of Employees By Race: Don't Know

11. Approximately what percentage of your company's management (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |                |                 |                |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                |
|--|-------------|------------------|----------------|-----------------|----------------|-------------|----------------------------|-------------|---------------------------|-------------|----------------|
|  |             | Northeast        | Midwest        | South           | West           | Canada      | yes                        | no          | 2 - 4                     | 5 - 19      | 20+            |
|  | a           | b                | c              | d               | e              | f           | g                          | h           | i                         | j           | k              |
| DONT KNOW  |             |                  |                |                 |                |             |                            |             |                           |             |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%     | 137<br>100%     | 74<br>100%     | 27<br>100%  | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100%     |
| 100%   | 6<br>2%     | 0<br>0%          | 1<br>2%        | 4<br>3%         | 1<br>1%        | 0<br>0%     | 1<br>1%                    | 5<br>2%     | 2<br>2%                   | 4<br>3%     | 0<br>0%        |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 1<br>2%        | 0<br>0%         | 0<br>0%        | 0<br>0%     | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%        |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 1<br>1%        | 0<br>0%     | 1<br>1%                    | 0<br>0%     | 1<br>1%                   | 0<br>0%     | 0<br>0%        |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%        |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 1<br>1%        | 0<br>0%     | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%        |
| 1% - 9%  | 4<br>1%     | 0<br>0%          | 1<br>2%        | 3<br>2%         | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 4<br>2%     | 0<br>0%                   | 0<br>0%     | 4<br>6%<br>ij  |
| none   | 336<br>92%  | 63<br>100%       | 56<br>90%<br>b | 123<br>90%<br>b | 67<br>91%<br>b | 26<br>96%   | 99<br>93%                  | 237<br>92%  | 106<br>94%                | 147<br>95%  | 54<br>87%<br>j |
| mean:  | 2.2%        | 0.0%             | 3.3%           | 3.1%<br>b       | 2.3%           | 0.0%        | 2.4%                       | 2.1%        | 2.3%                      | 2.6%        | 1.9%           |
| standard error:  | 0.76%       | 0.00%            | 2.32%          | 1.52%<br>0%     | 1.59%<br>0%    | 0.00%<br>0% | 1.43%<br>0%                | 0.90%<br>0% | 1.36%<br>0%               | 1.31%<br>0% | 1.59%<br>0%    |
| median:  | 0%          | 0%               | 0%             | 0%              | 0%             | 0%          | 0%                         | 0%          | 0%                        | 0%          | 0%             |
| no answer  | 15<br>4%    | 0<br>0%          | 3<br>5%        | 7<br>5%         | 4<br>5%        | 1<br>4%     | 4<br>4%                    | 11<br>4%    | 4<br>4%                   | 4<br>3%     | 2<br>3%        |

TABLE 058 page 1

**Management: Proportion of Employees By Gender: Mean Summary**

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL  | -----REGION----- |            |        |        |        | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |        |             |
|--|--------|------------------|------------|--------|--------|--------|----------------------------|------------|---------------------------|--------|-------------|
|  |        | Northeast        | Midwest    | South  | West   | Canada | yes                        | no         | 2 - 4                     | 5 - 19 | 20+         |
|  | a      | b                | c          | d      | e      | f      | g                          | h          | i                         | j      | k           |
| MEAN SUMMARY   |        |                  |            |        |        |        |                            |            |                           |        |             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>answering (fill-in answers) |        |                  |            |        |        |        |                            |            |                           |        |             |
| male   | 73.6%  | 68.8%            | 77.9%<br>b | 74.2%  | 75.6%  | 69.3%  | 60.2%                      | 79.3%<br>g | 71.1%                     | 69.5%  | 75.8%<br>ij |
| female   | 25.8%  | 31.2%            | 20.5%      | 25.2%  | 24.0%  | 30.7%  | 39.0%                      | 20.2%<br>g | 28.9%                     | 29.3%  | 23.8%       |
| transgender  | 0.0%   | 0.0%             | 0.0%       | 0.0%   | 0.0%   | 0.0%   | 0.0%                       | 0.0%       | 0.0%                      | 0.0%   | 0.0%        |
| non-binary/no gender   | 0.0%   | 0.0%             | 0.0%       | 0.0%   | 0.0%   | 0.0%   | 0.0%                       | 0.0%       | 0.0%                      | 0.0%   | 0.0%        |
| other  | 0.2%   | 0.0%             | 0.0%       | 0.6%   | 0.0%   | 0.0%   | 0.8%                       | 0.0%       | 0.0%                      | 0.5%   | 0.0%        |
| don't know   | 0.4%   | 0.0%             | 1.6%       | 0.0%   | 0.4%   | 0.0%   | 0.0%                       | 0.5%       | 0.0%                      | 0.7%   | 0.4%        |
| TOTAL =  | 100.0% | 100.0%           | 100.0%     | 100.0% | 100.0% | 100.0% | 100.0%                     | 100.0%     | 100.0%                    | 100.0% | 100.0%      |

TABLE 059 page 1

Management: Proportion of Employees By Gender: Male

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |                |                |                |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|----------------|----------------|----------------|------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest        | South          | West           | Canada     | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c              | d              | e              | f          | g                          | h               | i                         | j              | k               |
| MALE   |             |                  |                |                |                |            |                            |                 |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%     | 137<br>100%    | 74<br>100%     | 27<br>100% | 106<br>100%                | 258<br>100%     | 113<br>100%               | 155<br>100%    | 62<br>100%      |
| 100%   | 147<br>40%  | 24<br>38%        | 31<br>50%      | 55<br>40%      | 26<br>35%      | 11<br>41%  | 25<br>24%                  | 122<br>47%<br>g | 55<br>49%                 | 56<br>36%<br>i | 8<br>13%<br>ij  |
| 75% - 99%  | 52<br>14%   | 4<br>6%          | 9<br>15%       | 24<br>18%<br>b | 14<br>19%<br>b | 1<br>4%    | 14<br>13%                  | 38<br>15%       | 5<br>4%                   | 13<br>8%       | 33<br>53%<br>ij |
| 50% - 74%  | 114<br>31%  | 26<br>41%        | 15<br>24%<br>b | 38<br>28%      | 27<br>36%      | 8<br>30%   | 44<br>42%                  | 70<br>27%<br>g  | 33<br>29%                 | 65<br>42%<br>i | 16<br>26%<br>j  |
| 25% - 49%  | 9<br>2%     | 1<br>2%          | 2<br>3%        | 3<br>2%        | 1<br>1%        | 2<br>7%    | 3<br>3%                    | 6<br>2%         | 0<br>0%                   | 5<br>3%        | 4<br>6%<br>i    |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 1<br>2%        | 0<br>0%        | 0<br>0%        | 0<br>0%    | 1<br>1%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%        | 1<br>2%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| none   | 23<br>6%    | 5<br>8%          | 3<br>5%        | 10<br>7%       | 2<br>3%        | 2<br>7%    | 15<br>14%                  | 8<br>3%<br>g    | 13<br>12%                 | 10<br>6%       | 0<br>0%<br>ij   |
| mean:  | 73.6%       | 68.8%            | 77.9%<br>b     | 74.2%          | 75.6%          | 69.3%      | 60.2%                      | 79.3%<br>g      | 71.1%                     | 69.5%          | 75.8%<br>ij     |
| standard error:  | 1.58%       | 3.98%            | 3.76%          | 2.62%          | 2.94%          | 6.79%      | 3.23%                      | 1.67%           | 3.36%                     | 2.39%          | 2.51%           |
| median:  | 80%         | 66%              | 100%           | 80%            | 80%            | 69%        | 53%                        | 100%            | 100%                      | 67%            | 80%             |
| no answer  | 18<br>5%    | 3<br>5%          | 1<br>2%        | 7<br>5%        | 4<br>5%        | 3<br>11%   | 4<br>4%                    | 14<br>5%        | 7<br>6%                   | 6<br>4%        | 0<br>0%<br>i    |

TABLE 060 page 1

### Management: Proportion of Employees By Gender: Female

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |              |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|--------------|------------|------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South        | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d            | e          | f          | g                          | h               | i                         | j              | k               |
| FEMALE   |             |                  |            |              |            |            |                            |                 |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100%  | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100%     | 113<br>100%               | 155<br>100%    | 62<br>100%      |
| 100%   | 21<br>6%    | 5<br>8%          | 2<br>3%    | 9<br>7%      | 2<br>3%    | 2<br>7%    | 14<br>13%                  | 7<br>3%<br>g    | 13<br>12%                 | 8<br>5%        | 0<br>0%<br>i    |
| 75% - 99%  | 2<br>1%     | 0<br>0%          | 2<br>3%    | 0<br>0%<br>c | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 1<br>0%         | 0<br>0%                   | 0<br>0%        | 2<br>3%<br>j    |
| 50% - 74%  | 91<br>25%   | 21<br>33%        | 12<br>19%  | 30<br>22%    | 18<br>24%  | 10<br>37%  | 35<br>33%                  | 56<br>22%<br>g  | 32<br>28%                 | 51<br>33%      | 8<br>13%<br>ij  |
| 25% - 49%  | 49<br>13%   | 8<br>13%         | 7<br>11%   | 21<br>15%    | 13<br>18%  | 0<br>0%    | 18<br>17%                  | 31<br>12%       | 6<br>5%                   | 26<br>17%<br>i | 17<br>27%<br>i  |
| 10% - 24%  | 28<br>8%    | 2<br>3%          | 4<br>6%    | 12<br>9%     | 9<br>12%   | 1<br>4%    | 7<br>7%                    | 21<br>8%        | 0<br>0%                   | 6<br>4%<br>i   | 21<br>34%<br>ij |
| 1% - 9%  | 7<br>2%     | 0<br>0%          | 2<br>3%    | 3<br>2%      | 2<br>3%    | 0<br>0%    | 2<br>2%                    | 5<br>2%         | 0<br>0%                   | 1<br>1%        | 6<br>10%<br>ij  |
| none   | 148<br>41%  | 24<br>38%        | 32<br>52%  | 55<br>40%    | 26<br>35%  | 11<br>41%  | 25<br>24%                  | 123<br>48%<br>g | 55<br>49%                 | 57<br>37%      | 8<br>13%<br>ij  |
| mean:  | 25.8%       | 31.2%            | 20.5%      | 25.2%        | 24.0%      | 30.7%      | 39.0%                      | 20.2%<br>g      | 28.9%                     | 29.3%          | 23.8%           |
| standard error:  | 1.55%       | 3.98%            | 3.54%      | 2.55%        | 2.95%      | 6.79%      | 3.18%                      | 1.64%<br>g      | 3.36%                     | 2.30%          | 2.53%           |
| median:  | 20%         | 34%              | 0%         | 20%          | 20%        | 31%        | 43%                        | 0%              | 0%                        | 33%            | 20%             |
| no answer  | 18<br>5%    | 3<br>5%          | 1<br>2%    | 7<br>5%      | 4<br>5%    | 3<br>11%   | 4<br>4%                    | 14<br>5%        | 7<br>6%                   | 6<br>4%        | 0<br>0%<br>i    |

TABLE 061 page 1

### Management: Proportion of Employees By Gender: Transgender

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k               |
| TRANSGENDER  |             |                  |            |             |            |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| none   | 346<br>95%  | 60<br>95%        | 61<br>98%  | 130<br>95%  | 70<br>95%  | 24<br>89%  | 102<br>96%                 | 244<br>95%  | 106<br>94%                | 149<br>96%  | 62<br>100%<br>i |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.0%            |
| standard error:  | 0.00%       | 0.00%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.00%       | 0.00%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%              |
| no answer  | 18<br>5%    | 3<br>5%          | 1<br>2%    | 7<br>5%     | 4<br>5%    | 3<br>11%   | 4<br>4%                    | 14<br>5%    | 7<br>6%                   | 6<br>4%     | 0<br>0%<br>i    |



TABLE 062 page 1

**Management: Proportion of Employees By Gender: Non-Binary/No Gender**

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k               |
| NON-BINARY/NO GENDER   |             |                  |            |             |            |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| none   | 346<br>95%  | 60<br>95%        | 61<br>98%  | 130<br>95%  | 70<br>95%  | 24<br>89%  | 102<br>96%                 | 244<br>95%  | 106<br>94%                | 149<br>96%  | 62<br>100%<br>i |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.0%            |
| standard error:  | 0.00%       | 0.00%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.00%       | 0.00%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%              |
| no answer  | 18<br>5%    | 3<br>5%          | 1<br>2%    | 7<br>5%     | 4<br>5%    | 3<br>11%   | 4<br>4%                    | 14<br>5%    | 7<br>6%                   | 6<br>4%     | 0<br>0%<br>i    |

TABLE 063 page 1

**Management: Proportion of Employees By Gender: Other**

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k               |
| OTHER  |             |                  |            |             |            |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%         |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| none   | 345<br>95%  | 60<br>95%        | 61<br>98%  | 129<br>94%  | 70<br>95%  | 24<br>89%  | 101<br>95%                 | 244<br>95%  | 106<br>94%                | 148<br>95%  | 62<br>100%<br>i |
| mean:  | 0.2%        | 0.0%             | 0.0%       | 0.6%        | 0.0%       | 0.0%       | 0.8%                       | 0.0%        | 0.0%                      | 0.5%        | 0.0%            |
| standard error:  | 0.23%       | 0.00%            | 0.00%      | 0.62%       | 0.00%      | 0.00%      | 0.78%                      | 0.00%       | 0.00%                     | 0.54%       | 0.00%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%              |
| no answer  | 18<br>5%    | 3<br>5%          | 1<br>2%    | 7<br>5%     | 4<br>5%    | 3<br>11%   | 4<br>4%                    | 14<br>5%    | 7<br>6%                   | 6<br>4%     | 0<br>0%<br>i    |

TABLE 064 page 1

### Management: Proportion of Employees By Gender: Don't Know

12. Approximately what percentage of your company's management (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| DON'T KNOW   |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100% | 113<br>100%               | 155<br>100% | 62<br>100% |
| 100%   | 1<br>0%     | 0<br>0%          | 1<br>2%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| none   | 343<br>94%  | 60<br>95%        | 60<br>97%  | 129<br>94%  | 69<br>93%  | 24<br>89%  | 102<br>96%                 | 241<br>93%  | 106<br>94%                | 148<br>95%  | 60<br>97%  |
| mean:  | 0.4%        | 0.0%             | 1.6%       | 0.0%        | 0.4%       | 0.0%       | 0.0%                       | 0.5%        | 0.0%                      | 0.7%        | 0.4%       |
| standard error:  | 0.30%       | 0.00%            | 1.64%      | 0.01%       | 0.36%      | 0.00%      | 0.00%                      | 0.42%       | 0.00%                     | 0.67%       | 0.40%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 18<br>5%    | 3<br>5%          | 1<br>2%    | 7<br>5%     | 4<br>5%    | 3<br>11%   | 4<br>4%                    | 14<br>5%    | 7<br>6%                   | 6<br>4%     | 0<br>0%    |

TABLE 065 page 1

**Management: Proportion of Employees By Age: Mean Summary**

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL  | -----REGION----- |         |            |        |        | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |        |            |
|--|--------|------------------|---------|------------|--------|--------|----------------------------|------------|---------------------------|--------|------------|
|  |        | Northeast        | Midwest | South      | West   | Canada | yes                        | no         | 2 - 4                     | 5 - 19 | 20+        |
|  | a      | b                | c       | d          | e      | f      | g                          | h          | i                         | j      | k          |
| MEAN SUMMARY   |        |                  |         |            |        |        |                            |            |                           |        |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>answering (fill-in answers) |        |                  |         |            |        |        |                            |            |                           |        |            |
| 65 or older  | 11.9%  | 13.8%            | 12.3%   | 11.8%      | 12.6%  | 6.0%   | 12.0%                      | 11.9%      | 15.6%                     | 9.9%   | 11.2%      |
| 55 - 64  | 32.0%  | 33.5%            | 38.2%   | 24.0%<br>c | 34.6%  | 46.0%  | 23.6%                      | 35.6%<br>g | 31.9%                     | 34.4%  | 24.7%      |
| 45 - 54  | 27.7%  | 33.4%            | 21.1%   | 31.6%      | 22.7%  | 23.1%  | 30.6%                      | 26.5%      | 25.9%                     | 27.4%  | 24.7%      |
| 35 - 44  | 18.8%  | 10.4%            | 20.7%   | 22.3%<br>b | 20.0%  | 16.0%  | 23.6%                      | 16.8%      | 16.4%                     | 20.6%  | 22.2%      |
| 25 - 34  | 7.8%   | 6.0%             | 5.0%    | 9.2%       | 9.5%   | 9.0%   | 8.6%                       | 7.5%       | 9.4%                      | 5.6%   | 14.6%<br>j |
| under 25   | 0.6%   | 1.0%             | 0.9%    | 0.2%       | 0.7%   | 0.0%   | 0.5%                       | 0.6%       | 0.8%                      | 0.5%   | 0.5%       |
| don't know   | 1.0%   | 1.9%             | 1.9%    | 1.0%       | 0.0%   | 0.0%   | 1.2%                       | 1.0%       | 0.0%                      | 1.6%   | 2.2%       |
| TOTAL =  | 100.0% | 100.0%           | 100.0%  | 100.0%     | 100.0% | 100.0% | 100.0%                     | 100.0%     | 100.0%                    | 100.0% | 100.0%     |

TABLE 066 page 1

### Management: Proportion of Employees By Age: Under 25

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k             |
| UNDER 25   |             |                  |            |             |            |            |                            |             |                           |             |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100% | 63<br>100% | 23<br>100% | 90<br>100%                 | 220<br>100% | 102<br>100%               | 128<br>100% | 48<br>100%    |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 50% - 74%  | 2<br>1%     | 1<br>2%          | 1<br>2%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 2<br>1%     | 1<br>1%                   | 1<br>1%     | 0<br>0%       |
| 25% - 49%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>2%    | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 1<br>1%                   | 0<br>0%     | 0<br>0%       |
| 10% - 24%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 1<br>2%    | 0<br>0%    | 1<br>1%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 1<br>2%       |
| 1% - 9%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 2<br>2%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 2<br>1%     | 0<br>0%                   | 0<br>0%     | 2<br>4%<br>ij |
| none   | 281<br>91%  | 51<br>91%        | 53<br>95%  | 98<br>88%   | 57<br>90%  | 21<br>91%  | 84<br>93%                  | 197<br>90%  | 94<br>92%                 | 121<br>95%  | 43<br>90%     |
| mean:  | 0.6%        | 1.0%             | 0.9%       | 0.2%        | 0.7%       | 0.0%       | 0.5%                       | 0.6%        | 0.8%                      | 0.5%        | 0.5%          |
| standard error:  | 0.27%       | 0.96%            | 0.93%      | 0.11%       | 0.50%      | 0.00%      | 0.34%                      | 0.35%       | 0.58%                     | 0.41%       | 0.37%         |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%            |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%    | 4<br>6%    | 2<br>9%    | 4<br>4%                    | 18<br>8%    | 6<br>6%                   | 5<br>4%     | 2<br>4%       |

TABLE 067 page 1

### Management: Proportion of Employees By Age: 25 - 34

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |                |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|------------|----------------|------------|------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c          | d              | e          | f          | g                          | h           | i                         | j            | k               |
| 25 - 34  |             |                  |            |                |            |            |                            |             |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100%    | 63<br>100% | 23<br>100% | 90<br>100%                 | 220<br>100% | 102<br>100%               | 128<br>100%  | 48<br>100%      |
| 100%   | 6<br>2%     | 1<br>2%          | 0<br>0%    | 2<br>2%        | 3<br>5%    | 0<br>0%    | 2<br>2%                    | 4<br>2%     | 6<br>6%                   | 0<br>0%<br>i | 0<br>0%         |
| 75% - 99%  | 2<br>1%     | 0<br>0%          | 2<br>4%    | 0<br>0%<br>c   | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 2<br>1%     | 0<br>0%                   | 1<br>1%      | 1<br>2%         |
| 50% - 74%  | 13<br>4%    | 3<br>5%          | 0<br>0%    | 6<br>5%        | 2<br>3%    | 2<br>9%    | 4<br>4%                    | 9<br>4%     | 5<br>5%                   | 5<br>4%      | 3<br>6%         |
| 25% - 49%  | 19<br>6%    | 1<br>2%          | 3<br>5%    | 9<br>8%        | 4<br>6%    | 2<br>9%    | 7<br>8%                    | 12<br>5%    | 2<br>2%                   | 9<br>7%      | 8<br>17%<br>i   |
| 10% - 24%  | 13<br>4%    | 1<br>2%          | 2<br>4%    | 7<br>6%        | 2<br>3%    | 1<br>4%    | 5<br>6%                    | 8<br>4%     | 0<br>0%                   | 4<br>3%      | 9<br>19%<br>ij  |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| none   | 235<br>76%  | 46<br>82%        | 47<br>84%  | 77<br>69%<br>c | 48<br>76%  | 16<br>70%  | 68<br>76%                  | 167<br>76%  | 83<br>81%                 | 104<br>81%   | 25<br>52%<br>ij |
| mean:  | 7.8%        | 6.0%             | 5.0%       | 9.2%           | 9.5%       | 9.0%       | 8.6%                       | 7.5%        | 9.4%                      | 5.6%         | 14.6%<br>j      |
| standard error:  | 1.17%       | 2.58%            | 2.18%      | 1.98%          | 3.17%      | 3.94%      | 2.17%                      | 1.39%       | 2.68%                     | 1.30%        | 2.94%<br>j      |
| median:  | 0%          | 0%               | 0%         | 0%             | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%           | 0%              |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%       | 4<br>6%    | 2<br>9%    | 4<br>4%                    | 18<br>8%    | 6<br>6%                   | 5<br>4%      | 2<br>4%         |

TABLE 068 page 1

### Management: Proportion of Employees By Age: 35 - 44

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |                |                |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|------------|----------------|----------------|-------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West           | Canada      | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c          | d              | e              | f           | g                          | h           | i                         | j            | k               |
| 35 - 44  |             |                  |            |                |                |             |                            |             |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100%    | 63<br>100%     | 23<br>100%  | 90<br>100%                 | 220<br>100% | 102<br>100%               | 128<br>100%  | 48<br>100%      |
| 100%   | 29<br>9%    | 3<br>5%          | 6<br>11%   | 14<br>13%      | 5<br>8%        | 1<br>4%     | 11<br>12%                  | 18<br>8%    | 13<br>13%                 | 13<br>10%    | 0<br>0%<br>ij   |
| 75% - 99%  | 5<br>2%     | 0<br>0%          | 3<br>5%    | 0<br>0%<br>c   | 2<br>3%        | 0<br>0%     | 1<br>1%                    | 4<br>2%     | 0<br>0%                   | 2<br>2%      | 3<br>6%<br>i    |
| 50% - 74%  | 24<br>8%    | 4<br>7%          | 2<br>4%    | 10<br>9%       | 5<br>8%        | 3<br>13%    | 11<br>12%                  | 13<br>6%    | 5<br>5%                   | 14<br>11%    | 5<br>10%        |
| 25% - 49%  | 19<br>6%    | 1<br>2%          | 5<br>9%    | 5<br>5%        | 6<br>10%       | 2<br>9%     | 6<br>7%                    | 13<br>6%    | 1<br>1%                   | 9<br>7%<br>i | 9<br>19%<br>ij  |
| 10% - 24%  | 14<br>5%    | 0<br>0%          | 2<br>4%    | 8<br>7%<br>b   | 3<br>5%        | 1<br>4%     | 4<br>4%                    | 10<br>5%    | 0<br>0%                   | 2<br>2%      | 12<br>25%<br>ij |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| none   | 197<br>64%  | 44<br>79%        | 36<br>64%  | 64<br>58%<br>b | 38<br>60%<br>b | 14<br>61%   | 53<br>59%                  | 144<br>65%  | 77<br>75%                 | 83<br>65%    | 17<br>35%<br>ij |
| mean:  | 18.8%       | 10.4%            | 20.7%      | 22.3%<br>b     | 20.0%          | 16.0%       | 23.6%                      | 16.8%       | 16.4%                     | 20.6%        | 22.2%           |
| standard error:  | 1.95%       | 3.71%            | 4.83%      | 3.57%<br>0%    | 4.23%<br>0%    | 6.08%<br>0% | 3.86%<br>0%                | 2.23%<br>0% | 3.59%<br>0%               | 3.06%<br>0%  | 3.68%<br>17%    |
| median:  | 0%          | 0%               | 0%         | 0%             | 0%             | 0%          | 0%                         | 0%          | 0%                        | 0%           | 0%              |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%       | 4<br>6%        | 2<br>9%     | 4<br>4%                    | 18<br>8%    | 6<br>6%                   | 5<br>4%      | 2<br>4%         |

TABLE 069 page 1

Management: Proportion of Employees By Age: 45 - 54

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |                |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|----------------|------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d              | e          | f          | g                          | h           | i                         | j           | k               |
| 45 - 54  |             |                  |            |                |            |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100%    | 63<br>100% | 23<br>100% | 90<br>100%                 | 220<br>100% | 102<br>100%               | 128<br>100% | 48<br>100%      |
| 100%   | 54<br>17%   | 11<br>20%        | 8<br>14%   | 23<br>21%      | 9<br>14%   | 2<br>9%    | 18<br>20%                  | 36<br>16%   | 18<br>18%                 | 25<br>20%   | 1<br>2%<br>ij   |
| 75% - 99%  | 6<br>2%     | 3<br>5%          | 0<br>0%    | 1<br>1%        | 1<br>2%    | 1<br>4%    | 1<br>1%                    | 5<br>2%     | 1<br>1%                   | 1<br>1%     | 4<br>8%<br>ij   |
| 50% - 74%  | 24<br>8%    | 6<br>11%         | 4<br>7%    | 7<br>6%        | 4<br>6%    | 3<br>13%   | 8<br>9%                    | 16<br>7%    | 11<br>11%                 | 9<br>7%     | 4<br>8%         |
| 25% - 49%  | 21<br>7%    | 2<br>4%          | 4<br>7%    | 10<br>9%       | 4<br>6%    | 1<br>4%    | 9<br>10%                   | 12<br>5%    | 2<br>2%                   | 8<br>6%     | 11<br>23%<br>ij |
| 10% - 24%  | 11<br>4%    | 2<br>4%          | 0<br>0%    | 7<br>6%        | 2<br>3%    | 0<br>0%    | 4<br>4%                    | 7<br>3%     | 0<br>0%                   | 4<br>3%     | 7<br>15%<br>ij  |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 1<br>2%    | 0<br>0%        | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%         |
| none   | 171<br>55%  | 28<br>50%        | 37<br>66%  | 53<br>48%<br>c | 39<br>62%  | 14<br>61%  | 46<br>51%                  | 125<br>57%  | 64<br>63%                 | 76<br>59%   | 18<br>38%<br>ij |
| mean:  | 27.7%       | 33.4%            | 21.1%      | 31.6%          | 22.7%      | 23.1%      | 30.6%                      | 26.5%       | 25.9%                     | 27.4%       | 24.7%           |
| standard error:  | 2.33%       | 5.83%            | 4.98%      | 4.09%          | 4.84%      | 7.93%      | 4.32%                      | 2.77%       | 4.09%                     | 3.64%       | 4.10%           |
| median:  | 0%          | 0%               | 0%         | 0%             | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 16%             |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%       | 4<br>6%    | 2<br>9%    | 4<br>4%                    | 18<br>8%    | 6<br>6%                   | 5<br>4%     | 2<br>4%         |



TABLE 070 page 1

### Management: Proportion of Employees By Age: 55 - 64

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |                |              |            | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|----------------|--------------|------------|----------------------------|----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West         | Canada     | yes                        | no             | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d              | e            | f          | g                          | h              | i                         | j              | k               |
| 55 - 64  |             |                  |            |                |              |            |                            |                |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100%    | 63<br>100%   | 23<br>100% | 90<br>100%                 | 220<br>100%    | 102<br>100%               | 128<br>100%    | 48<br>100%      |
| 100%   | 60<br>19%   | 11<br>20%        | 16<br>29%  | 13<br>12%<br>c | 14<br>22%    | 6<br>26%   | 12<br>13%                  | 48<br>22%      | 26<br>25%                 | 25<br>20%      | 1<br>2%<br>ij   |
| 75% - 99%  | 4<br>1%     | 0<br>0%          | 0<br>0%    | 4<br>4%        | 0<br>0%      | 0<br>0%    | 0<br>0%                    | 4<br>2%        | 0<br>0%                   | 2<br>2%        | 2<br>4%<br>i    |
| 50% - 74%  | 34<br>11%   | 9<br>16%         | 4<br>7%    | 7<br>6%<br>b   | 9<br>14%     | 5<br>22%   | 8<br>9%                    | 26<br>12%      | 9<br>9%                   | 19<br>15%      | 6<br>13%        |
| 25% - 49%  | 23<br>7%    | 4<br>7%          | 5<br>9%    | 6<br>5%        | 5<br>8%      | 3<br>13%   | 8<br>9%                    | 15<br>7%       | 0<br>0%                   | 15<br>12%<br>i | 8<br>17%<br>i   |
| 10% - 24%  | 19<br>6%    | 2<br>4%          | 4<br>7%    | 11<br>10%      | 1<br>2%<br>d | 1<br>4%    | 7<br>8%                    | 12<br>5%       | 1<br>1%                   | 4<br>3%        | 14<br>29%<br>ij |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%      | 0<br>0%    | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| none   | 148<br>48%  | 26<br>46%        | 25<br>45%  | 60<br>54%      | 30<br>48%    | 6<br>26%   | 51<br>57%                  | 97<br>44%<br>g | 60<br>59%                 | 58<br>45%<br>i | 15<br>31%<br>i  |
| mean:  | 32.0%       | 33.5%            | 38.2%      | 24.0%<br>c     | 34.6%        | 46.0%      | 23.6%                      | 35.6%<br>g     | 31.9%                     | 34.4%          | 24.7%           |
| standard error:  | 2.36%       | 5.59%            | 5.97%      | 3.59%          | 5.38%        | 8.84%      | 3.83%                      | 2.91%<br>g     | 4.50%                     | 3.56%          | 3.80%           |
| median:  | 0%          | 5%               | 20%        | 0%             | 0%           | 50%        | 0%                         | 15%            | 0%                        | 20%            | 20%             |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%       | 4<br>6%      | 2<br>9%    | 4<br>4%                    | 18<br>8%       | 6<br>6%                   | 5<br>4%        | 2<br>4%         |

TABLE 071 page 1

**Management: Proportion of Employees By Age: 65 or Older**

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |              |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|--------------|--------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19       | 20+          |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j            | k            |
| 65 OR OLDER  |             |                  |            |             |            |            |                            |             |                           |              |              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100% | 63<br>100% | 23<br>100% | 90<br>100%                 | 220<br>100% | 102<br>100%               | 128<br>100%  | 48<br>100%   |
| 100%   | 21<br>7%    | 4<br>7%          | 3<br>5%    | 9<br>8%     | 5<br>8%    | 0<br>0%    | 5<br>6%                    | 16<br>7%    | 12<br>12%                 | 5<br>4%<br>i | 2<br>4%      |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%      |
| 50% - 74%  | 17<br>5%    | 4<br>7%          | 5<br>9%    | 3<br>3%     | 3<br>5%    | 2<br>9%    | 7<br>8%                    | 10<br>5%    | 6<br>6%                   | 9<br>7%      | 2<br>4%      |
| 25% - 49%  | 10<br>3%    | 3<br>5%          | 2<br>4%    | 2<br>2%     | 2<br>3%    | 1<br>4%    | 4<br>4%                    | 6<br>3%     | 0<br>0%                   | 6<br>5%<br>i | 4<br>8%<br>i |
| 10% - 24%  | 7<br>2%     | 1<br>2%          | 2<br>4%    | 3<br>3%     | 1<br>2%    | 0<br>0%    | 2<br>2%                    | 5<br>2%     | 0<br>0%                   | 3<br>2%      | 4<br>8%<br>i |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%      | 1<br>2%      |
| none   | 232<br>75%  | 40<br>71%        | 42<br>75%  | 83<br>75%   | 48<br>76%  | 18<br>78%  | 68<br>76%                  | 164<br>75%  | 78<br>76%                 | 100<br>78%   | 33<br>69%    |
| mean:  | 11.9%       | 13.8%            | 12.3%      | 11.8%       | 12.6%      | 6.0%       | 12.0%                      | 11.9%       | 15.6%                     | 9.9%         | 11.2%        |
| standard error:  | 1.67%       | 4.12%            | 3.69%      | 2.95%       | 3.90%      | 3.41%      | 2.91%                      | 2.03%       | 3.50%                     | 2.19%        | 3.53%        |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%           | 0%           |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%    | 4<br>6%    | 2<br>9%    | 4<br>4%                    | 18<br>8%    | 6<br>6%                   | 5<br>4%      | 2<br>4%      |

TABLE 072 page 1

### Management: Proportion of Employees By Age: Don't Know

13. Approximately what percentage of your company's management (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| DONT KNOW  |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>seeing the corrected version<br>(fill-in answers) | 310<br>100% | 56<br>100%       | 56<br>100% | 111<br>100% | 63<br>100% | 23<br>100% | 90<br>100%                 | 220<br>100% | 102<br>100%               | 128<br>100% | 48<br>100% |
| 100%   | 3<br>1%     | 1<br>2%          | 1<br>2%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 2<br>1%     | 0<br>0%                   | 2<br>2%     | 1<br>2%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 285<br>92%  | 51<br>91%        | 53<br>95%  | 100<br>90%  | 59<br>94%  | 21<br>91%  | 85<br>94%                  | 200<br>91%  | 96<br>94%                 | 121<br>95%  | 45<br>94%  |
| mean:  | 1.0%        | 1.9%             | 1.9%       | 1.0%        | 0.0%       | 0.0%       | 1.2%                       | 1.0%        | 0.0%                      | 1.6%        | 2.2%       |
| standard error:  | 0.60%       | 1.92%            | 1.85%      | 0.99%       | 0.00%      | 0.00%      | 1.16%                      | 0.70%       | 0.00%                     | 1.15%       | 2.17%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 22<br>7%    | 4<br>7%          | 2<br>4%    | 10<br>9%    | 4<br>6%    | 2<br>9%    | 4<br>4%                    | 18<br>8%    | 6<br>6%                   | 5<br>4%     | 2<br>4%    |

TABLE 073 page 1

### Management: Proportion of Employees Who Are Veterans

14. Approximately what percentage of your company's management (full and part-time) are veterans?

|  | TOTAL       | -----REGION----- |             |             |                |             | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |               |                 |
|--|-------------|------------------|-------------|-------------|----------------|-------------|----------------------------|-----------------|---------------------------|---------------|-----------------|
|  |             | Northeast        | Midwest     | South       | West           | Canada      | yes                        | no              | 2 - 4                     | 5 - 19        | 20+             |
|  | a           | b                | c           | d           | e              | f           | g                          | h               | i                         | j             | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100%  | 137<br>100% | 74<br>100%     | 27<br>100%  | 106<br>100%                | 258<br>100%     | 113<br>100%               | 155<br>100%   | 62<br>100%      |
| 100%   | 23<br>6%    | 1<br>2%          | 3<br>5%     | 12<br>9%    | 6<br>8%        | 1<br>4%     | 7<br>7%                    | 16<br>6%        | 12<br>11%                 | 2<br>1%<br>i  | 1<br>2%<br>i    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%     | 0<br>0%        | 0<br>0%     | 0<br>0%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%       | 0<br>0%         |
| 50% - 74%  | 15<br>4%    | 2<br>3%          | 1<br>2%     | 4<br>3%     | 6<br>8%        | 2<br>7%     | 8<br>8%                    | 7<br>3%<br>g    | 6<br>5%                   | 7<br>5%       | 2<br>3%         |
| 25% - 49%  | 19<br>5%    | 4<br>6%          | 4<br>6%     | 7<br>5%     | 4<br>5%        | 0<br>0%     | 11<br>10%                  | 8<br>3%<br>g    | 3<br>3%                   | 7<br>5%       | 9<br>15%<br>ij  |
| 10% - 24%  | 23<br>6%    | 2<br>3%          | 3<br>5%     | 10<br>7%    | 8<br>11%       | 0<br>0%     | 8<br>8%                    | 15<br>6%        | 0<br>0%                   | 11<br>7%<br>i | 12<br>19%<br>ij |
| 1% - 9%  | 21<br>6%    | 3<br>5%          | 6<br>10%    | 8<br>6%     | 3<br>4%        | 1<br>4%     | 6<br>6%                    | 15<br>6%        | 1<br>1%                   | 6<br>4%       | 12<br>19%<br>ij |
| none   | 256<br>70%  | 50<br>79%        | 44<br>71%   | 92<br>67%   | 46<br>62%<br>b | 23<br>85%   | 64<br>60%                  | 192<br>74%<br>g | 89<br>79%                 | 121<br>78%    | 24<br>39%<br>ij |
| mean:  | 11.4%       | 5.8%             | 8.9%        | 13.5%<br>b  | 16.0%<br>b     | 8.1%        | 15.1%                      | 9.9%            | 14.4%                     | 6.4%<br>i     | 11.8%           |
| standard error:<br>median:   | 1.39%<br>0% | 2.13%<br>0%      | 2.96%<br>0% | 2.57%<br>0% | 3.45%<br>0%    | 4.53%<br>0% | 2.70%<br>0%                | 1.61%<br>0%     | 3.07%<br>0%               | 1.34%<br>0%   | 2.29%<br>5%     |
| no answer  | 7<br>2%     | 1<br>2%          | 1<br>2%     | 4<br>3%     | 1<br>1%        | 0<br>0%     | 2<br>2%                    | 5<br>2%         | 2<br>2%                   | 1<br>1%       | 2<br>3%         |

TABLE 074 page 1

### Management: Proportion of Employees Who Have a Disability

15. Approximately what percentage of your company's management (full and part-time) have a disability?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j           | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>management level staff member<br>(fill-in answers) | 364<br>100% | 63<br>100%       | 62<br>100% | 137<br>100% | 74<br>100% | 27<br>100% | 106<br>100%                | 258<br>100%     | 113<br>100%               | 155<br>100% | 62<br>100%      |
| 100%   | 4<br>1%     | 0<br>0%          | 2<br>3%    | 2<br>1%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 3<br>1%         | 0<br>0%                   | 2<br>1%     | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 0<br>0%         | 1<br>1%                   | 0<br>0%     | 0<br>0%         |
| 50% - 74%  | 6<br>2%     | 1<br>2%          | 0<br>0%    | 2<br>1%     | 2<br>3%    | 1<br>4%    | 4<br>4%                    | 2<br>1%<br>g    | 3<br>3%                   | 3<br>2%     | 0<br>0%         |
| 25% - 49%  | 10<br>3%    | 4<br>6%          | 1<br>2%    | 3<br>2%     | 1<br>1%    | 1<br>4%    | 7<br>7%                    | 3<br>1%<br>g    | 3<br>3%                   | 4<br>3%     | 3<br>5%         |
| 10% - 24%  | 6<br>2%     | 1<br>2%          | 1<br>2%    | 2<br>1%     | 1<br>1%    | 1<br>4%    | 3<br>3%                    | 3<br>1%         | 0<br>0%                   | 3<br>2%     | 3<br>5%<br>i    |
| 1% - 9%  | 6<br>2%     | 0<br>0%          | 3<br>5%    | 2<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 5<br>2%         | 0<br>0%                   | 0<br>0%     | 5<br>8%<br>ij   |
| none   | 322<br>88%  | 56<br>89%        | 52<br>84%  | 122<br>89%  | 67<br>91%  | 24<br>89%  | 88<br>83%                  | 234<br>91%<br>g | 104<br>92%                | 142<br>92%  | 48<br>77%<br>ij |
| mean:  | 3.3%        | 3.1%             | 4.4%       | 3.1%        | 2.9%       | 3.4%       | 5.9%                       | 2.2%<br>g       | 2.8%                      | 3.4%        | 2.2%            |
| standard error:  | 0.73%       | 1.28%            | 2.43%      | 1.23%       | 1.43%      | 2.19%      | 1.62%                      | 0.78%<br>0%     | 1.11%<br>0%               | 1.14%<br>0% | 0.88%<br>0%     |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%              | 0%                        | 0%          | 0%              |
| no answer  | 9<br>2%     | 1<br>2%          | 3<br>5%    | 4<br>3%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 8<br>3%         | 2<br>2%                   | 1<br>1%     | 3<br>5%<br>j    |

TABLE 075 page 1

**Office Staff: Proportion of Employees By Race: Mean Summary**

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL  | -----REGION----- |         |            |              |        | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |        |            |
|--|--------|------------------|---------|------------|--------------|--------|----------------------------|------------|---------------------------|--------|------------|
|  |        | Northeast        | Midwest | South      | West         | Canada | yes                        | no         | 2 - 4                     | 5 - 19 | 20+        |
|  | a      | b                | c       | d          | e            | f      | g                          | h          | i                         | j      | k          |
| MEAN SUMMARY   |        |                  |         |            |              |        |                            |            |                           |        |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member answering<br>(fill-in answers) |        |                  |         |            |              |        |                            |            |                           |        |            |
| White  | 76.9%  | 84.7%            | 80.3%   | 78.6%<br>b | 62.8%<br>bcd | 76.5%  | 66.5%                      | 81.1%<br>g | 83.0%                     | 76.9%  | 71.3%      |
| Black or African American  | 3.5%   | 3.1%             | 5.4%    | 4.0%       | 2.1%         | 0.5%   | 3.3%                       | 3.5%       | 0.9%                      | 2.4%   | 8.3%<br>ij |
| Asian  | 2.3%   | 0.0%             | 0.4%    | 0.8%       | 8.0%<br>bc   | 5.5%   | 3.8%                       | 1.7%       | 0.9%                      | 3.1%   | 1.7%       |
| American Indian or Alaska Native   | 1.0%   | 0.0%             | 0.7%    | 0.1%       | 4.3%         | 0.0%   | 0.9%                       | 1.1%       | 1.8%                      | 0.9%   | 0.6%       |
| Native Hawaiian and other<br>Pacific Islander  | 0.6%   | 0.0%             | 1.1%    | 1.1%       | 0.0%         | 0.0%   | 1.4%                       | 0.3%       | 0.0%                      | 1.0%   | 0.1%       |
| other race   | 5.0%   | 7.5%             | 1.5%    | 5.6%       | 6.2%         | 0.5%   | 7.0%                       | 4.2%       | 1.8%                      | 6.0%   | 5.5%       |
| mixed race (two or more races)   | 8.6%   | 4.7%             | 7.3%    | 6.4%       | 16.6%<br>b   | 11.8%  | 16.5%                      | 5.4%<br>g  | 9.8%                      | 6.9%   | 11.6%      |
| don't know   | 2.2%   | 0.0%             | 3.3%    | 3.3%       | 0.0%         | 5.3%   | 0.7%                       | 2.8%       | 1.8%                      | 2.8%   | 1.0%       |
| TOTAL =  | 100.0% | 100.0%           | 100.0%  | 100.0%     | 100.0%       | 100.0% | 100.0%                     | 100.0%     | 100.0%                    | 100.0% | 100.0%     |

TABLE 076 page 1

**Office Staff: Proportion of Employees By Race: Mixed Race**

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |              |                |             | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |              |                |
|--|-------------|------------------|-------------|--------------|----------------|-------------|----------------------------|-----------------|---------------------------|--------------|----------------|
|  |             | Northeast        | Midwest     | South        | West           | Canada      | yes                        | no              | 2 - 4                     | 5 - 19       | 20+            |
|  | a           | b                | c           | d            | e              | f           | g                          | h               | i                         | j            | k              |
| MIXED RACE (TWO OR MORE RACES)   |             |                  |             |              |                |             |                            |                 |                           |              |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%  | 103<br>100%  | 56<br>100%     | 19<br>100%  | 80<br>100%                 | 197<br>100%     | 61<br>100%                | 153<br>100%  | 62<br>100%     |
| 100%   | 13<br>5%    | 1<br>2%          | 3<br>6%     | 3<br>3%      | 4<br>7%        | 2<br>11%    | 7<br>9%                    | 6<br>3%<br>g    | 4<br>7%                   | 6<br>4%      | 3<br>5%        |
| 75% - 99%  | 3<br>1%     | 0<br>0%          | 0<br>0%     | 1<br>1%      | 2<br>4%        | 0<br>0%     | 2<br>3%                    | 1<br>1%         | 2<br>3%                   | 0<br>0%<br>i | 1<br>2%        |
| 50% - 74%  | 10<br>4%    | 2<br>4%          | 0<br>0%     | 3<br>3%      | 5<br>9%<br>c   | 0<br>0%     | 6<br>8%                    | 4<br>2%<br>g    | 0<br>0%                   | 7<br>5%      | 3<br>5%        |
| 25% - 49%  | 4<br>1%     | 1<br>2%          | 1<br>2%     | 2<br>2%      | 0<br>0%        | 0<br>0%     | 2<br>3%                    | 2<br>1%         | 0<br>0%                   | 1<br>1%      | 3<br>5%<br>j   |
| 10% - 24%  | 3<br>1%     | 1<br>2%          | 0<br>0%     | 1<br>1%      | 0<br>0%        | 1<br>5%     | 1<br>1%                    | 2<br>1%         | 0<br>0%                   | 1<br>1%      | 2<br>3%        |
| 1% - 9%  | 5<br>2%     | 0<br>0%          | 1<br>2%     | 3<br>3%      | 0<br>0%        | 1<br>5%     | 0<br>0%                    | 5<br>3%         | 0<br>0%                   | 0<br>0%      | 5<br>8%<br>ij  |
| none   | 223<br>81%  | 46<br>90%        | 41<br>85%   | 82<br>80%    | 39<br>70%<br>b | 15<br>79%   | 57<br>71%                  | 166<br>84%<br>g | 50<br>82%                 | 130<br>85%   | 43<br>69%<br>j |
| mean:  | 8.6%        | 4.7%             | 7.3%        | 6.4%         | 16.6%<br>b     | 11.8%       | 16.5%                      | 5.4%<br>g       | 9.8%                      | 6.9%         | 11.6%          |
| standard error:<br>median:   | 1.54%<br>0% | 2.40%<br>0%      | 3.72%<br>0% | 2.14%<br>0%  | 4.70%<br>0%    | 7.21%<br>0% | 3.80%<br>0%                | 1.47%<br>0%     | 3.86%<br>0%               | 1.85%<br>0%  | 3.46%<br>0%    |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%     | 8<br>8%<br>b | 6<br>11%<br>b  | 0<br>0%     | 5<br>6%                    | 11<br>6%        | 5<br>8%                   | 8<br>5%      | 2<br>3%        |

TABLE 077 page 1

### Office Staff: Proportion of Employees By Race: White

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                |                 |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|----------------|-----------------|------------|----------------------------|-----------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West            | Canada     | yes                        | no              | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d              | e               | f          | g                          | h               | i                         | j           | k               |
| WHITE  |             |                  |            |                |                 |            |                            |                 |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100%    | 56<br>100%      | 19<br>100% | 80<br>100%                 | 197<br>100%     | 61<br>100%                | 153<br>100% | 62<br>100%      |
| 100%   | 161<br>58%  | 37<br>73%        | 31<br>65%  | 57<br>55%<br>b | 24<br>43%<br>bc | 12<br>63%  | 36<br>45%                  | 125<br>63%<br>g | 45<br>74%                 | 97<br>63%   | 19<br>31%<br>ij |
| 75% - 99%  | 22<br>8%    | 4<br>8%          | 3<br>6%    | 10<br>10%      | 3<br>5%         | 2<br>11%   | 8<br>10%                   | 14<br>7%        | 0<br>0%                   | 7<br>5%     | 15<br>24%<br>ij |
| 50% - 74%  | 33<br>12%   | 5<br>10%         | 4<br>8%    | 15<br>15%      | 8<br>14%        | 1<br>5%    | 13<br>16%                  | 20<br>10%       | 2<br>3%                   | 15<br>10%   | 16<br>26%<br>ij |
| 25% - 49%  | 10<br>4%    | 1<br>2%          | 3<br>6%    | 3<br>3%        | 3<br>5%         | 0<br>0%    | 2<br>3%                    | 8<br>4%         | 2<br>3%                   | 3<br>2%     | 5<br>8%<br>j    |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 1<br>2%         | 0<br>0%    | 1<br>1%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%     | 1<br>2%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%         | 0<br>0%    | 0<br>0%                    | 0<br>0%         | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| none   | 34<br>12%   | 4<br>8%          | 5<br>10%   | 10<br>10%      | 11<br>20%       | 4<br>21%   | 15<br>19%                  | 19<br>10%<br>g  | 7<br>11%                  | 23<br>15%   | 4<br>6%         |
| mean:  | 76.9%       | 84.7%            | 80.3%      | 78.6%<br>b     | 62.8%<br>bcd    | 76.5%      | 66.5%                      | 81.1%<br>g      | 83.0%                     | 76.9%       | 71.3%           |
| standard error:  | 2.21%       | 4.18%            | 5.07%      | 3.41%          | 5.88%           | 9.45%      | 4.60%                      | 2.42%           | 4.77%                     | 3.12%       | 3.88%           |
| median:  | 100%        | 100%             | 100%       | 100%           | 77%             | 100%       | 83%                        | 100%            | 100%                      | 100%        | 75%             |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%    | 8<br>8%<br>b   | 6<br>11%<br>b   | 0<br>0%    | 5<br>6%                    | 11<br>6%        | 5<br>8%                   | 8<br>5%     | 2<br>3%         |



TABLE 078 page 1

**Office Staff: Proportion of Employees By Race: Black or African American**

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |              |              |               |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|--------------|--------------|---------------|-------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest      | South        | West          | Canada      | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c            | d            | e             | f           | g                          | h           | i                         | j           | k               |
| BLACK OR AFRICAN AMERICAN  |             |                  |              |              |               |             |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%   | 103<br>100%  | 56<br>100%    | 19<br>100%  | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100%      |
| 100%   | 1<br>0%     | 0<br>0%          | 1<br>2%      | 0<br>0%      | 0<br>0%       | 0<br>0%     | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%      | 1<br>1%      | 0<br>0%       | 0<br>0%     | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 0<br>0%     | 1<br>2%         |
| 50% - 74%  | 6<br>2%     | 0<br>0%          | 2<br>4%      | 2<br>2%      | 2<br>4%       | 0<br>0%     | 1<br>1%                    | 5<br>3%     | 1<br>2%                   | 3<br>2%     | 2<br>3%         |
| 25% - 49%  | 8<br>3%     | 5<br>10%         | 0<br>0%<br>b | 3<br>3%      | 0<br>0%<br>b  | 0<br>0%     | 3<br>4%                    | 5<br>3%     | 0<br>0%                   | 3<br>2%     | 5<br>8%<br>ij   |
| 10% - 24%  | 10<br>4%    | 1<br>2%          | 2<br>4%      | 6<br>6%      | 0<br>0%       | 1<br>5%     | 1<br>1%                    | 9<br>5%     | 0<br>0%                   | 0<br>0%     | 10<br>16%<br>ij |
| 1% - 9%  | 5<br>2%     | 0<br>0%          | 1<br>2%      | 3<br>3%      | 1<br>2%       | 0<br>0%     | 2<br>3%                    | 3<br>2%     | 0<br>0%                   | 0<br>0%     | 5<br>8%<br>ij   |
| none   | 230<br>83%  | 45<br>88%        | 40<br>83%    | 80<br>78%    | 47<br>84%     | 18<br>95%   | 67<br>84%                  | 163<br>83%  | 55<br>90%                 | 138<br>90%  | 37<br>60%<br>ij |
| mean:  | 3.5%        | 3.1%             | 5.4%         | 4.0%         | 2.1%          | 0.5%        | 3.3%                       | 3.5%        | 0.9%                      | 2.4%        | 8.3%<br>ij      |
| standard error:<br>median:   | 0.76%<br>0% | 1.23%<br>0%      | 2.81%<br>0%  | 1.26%<br>0%  | 1.40%<br>0%   | 0.53%<br>0% | 1.59%<br>0%                | 0.86%<br>0% | 0.89%<br>0%               | 1.01%<br>0% | 2.00%<br>0%     |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%      | 8<br>8%<br>b | 6<br>11%<br>b | 0<br>0%     | 5<br>6%                    | 11<br>6%    | 5<br>8%                   | 8<br>5%     | 2<br>3%         |

TABLE 079 page 1

**Office Staff: Proportion of Employees By Race: American Indian or Alaska Native**

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|----------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South          | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d              | e              | f          | g                          | h           | i                         | j           | k          |
| AMERICAN INDIAN OR ALASKA NATIVE   |             |                  |            |                |                |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100%    | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100% |
| 100%   | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 1<br>2%        | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 1<br>2%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 2<br>4%        | 0<br>0%    | 1<br>1%                    | 1<br>1%     | 0<br>0%                   | 2<br>1%     | 0<br>0%    |
| 25% - 49%  | 1<br>0%     | 0<br>0%          | 1<br>2%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 256<br>92%  | 51<br>100%       | 45<br>94%  | 94<br>91%<br>b | 47<br>84%<br>b | 19<br>100% | 74<br>93%                  | 182<br>92%  | 55<br>90%                 | 142<br>93%  | 59<br>95%  |
| mean:  | 1.0%        | 0.0%             | 0.7%       | 0.1%           | 4.3%           | 0.0%       | 0.9%                       | 1.1%        | 1.8%                      | 0.9%        | 0.6%       |
| standard error:  | 0.52%       | 0.00%            | 0.72%      | 0.14%          | 2.56%          | 0.00%      | 0.89%                      | 0.63%       | 1.79%                     | 0.58%       | 0.56%      |
| median:  | 0%          | 0%               | 0%         | 0%             | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%    | 8<br>8%<br>b   | 6<br>11%<br>b  | 0<br>0%    | 5<br>6%                    | 11<br>6%    | 5<br>8%                   | 8<br>5%     | 2<br>3%    |

TABLE 080 page 1

Office Staff: Proportion of Employees By Race: Asian

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |                |                 |             | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|-------------|----------------|-----------------|-------------|----------------------------|--------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest     | South          | West            | Canada      | yes                        | no           | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c           | d              | e               | f           | g                          | h            | i                         | j           | k             |
| ASIAN  |             |                  |             |                |                 |             |                            |              |                           |             |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%  | 103<br>100%    | 56<br>100%      | 19<br>100%  | 80<br>100%                 | 197<br>100%  | 61<br>100%                | 153<br>100% | 62<br>100%    |
| 100%   | 4<br>1%     | 0<br>0%          | 0<br>0%     | 0<br>0%        | 3<br>5%<br>d    | 1<br>5%     | 2<br>3%                    | 2<br>1%      | 0<br>0%                   | 4<br>3%     | 0<br>0%       |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%        | 0<br>0%         | 0<br>0%     | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 50% - 74%  | 3<br>1%     | 0<br>0%          | 0<br>0%     | 1<br>1%        | 2<br>4%         | 0<br>0%     | 1<br>1%                    | 2<br>1%      | 1<br>2%                   | 1<br>1%     | 1<br>2%       |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%     | 0<br>0%        | 0<br>0%         | 0<br>0%     | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 10% - 24%  | 2<br>1%     | 0<br>0%          | 1<br>2%     | 1<br>1%        | 0<br>0%         | 0<br>0%     | 2<br>3%                    | 0<br>0%<br>g | 0<br>0%                   | 0<br>0%     | 2<br>3%<br>j  |
| 1% - 9%  | 5<br>2%     | 0<br>0%          | 0<br>0%     | 4<br>4%        | 0<br>0%         | 1<br>5%     | 1<br>1%                    | 4<br>2%      | 0<br>0%                   | 0<br>0%     | 5<br>8%<br>ij |
| none   | 247<br>89%  | 51<br>100%       | 45<br>94%   | 89<br>86%<br>b | 45<br>80%<br>bc | 17<br>89%   | 69<br>86%                  | 178<br>90%   | 55<br>90%                 | 140<br>92%  | 52<br>84%     |
| mean:  | 2.3%        | 0.0%             | 0.4%        | 0.8%           | 8.0%<br>bc      | 5.5%        | 3.8%                       | 1.7%         | 0.9%                      | 3.1%        | 1.7%          |
| standard error:<br>median:   | 0.83%<br>0% | 0.00%<br>0%      | 0.43%<br>0% | 0.54%<br>0%    | 3.60%<br>0%     | 5.26%<br>0% | 1.99%<br>0%                | 0.84%<br>0%  | 0.89%<br>0%               | 1.40%<br>0% | 0.91%<br>0%   |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%     | 8<br>8%<br>b   | 6<br>11%<br>b   | 0<br>0%     | 5<br>6%                    | 11<br>6%     | 5<br>8%                   | 8<br>5%     | 2<br>3%       |

TABLE 081 page 1

Office Staff: Proportion of Employees By Race: Native Hawaiian and Other Pacific Islander

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|----------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South          | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d              | e              | f          | g                          | h           | i                         | j           | k          |
| NATIVE HAWAIIAN AND OTHER<br>PACIFIC ISLANDER  |             |                  |            |                |                |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100%    | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100% |
| 100%   | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%        | 0<br>0%        | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 1<br>2%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%        | 0<br>0%        | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| none   | 258<br>93%  | 51<br>100%       | 45<br>94%  | 93<br>90%<br>b | 50<br>89%<br>b | 19<br>100% | 73<br>91%                  | 185<br>94%  | 56<br>92%                 | 143<br>93%  | 59<br>95%  |
| mean:  | 0.6%        | 0.0%             | 1.1%       | 1.1%           | 0.0%           | 0.0%       | 1.4%                       | 0.3%        | 0.0%                      | 1.0%        | 0.1%       |
| standard error:  | 0.43%       | 0.00%            | 1.09%      | 1.05%          | 0.00%          | 0.00%      | 1.33%                      | 0.27%       | 0.00%                     | 0.77%       | 0.07%      |
| median:  | 0%          | 0%               | 0%         | 0%             | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%    | 8<br>8%<br>b   | 6<br>11%<br>b  | 0<br>0%    | 5<br>6%                    | 11<br>6%    | 5<br>8%                   | 8<br>5%     | 2<br>3%    |

TABLE 082 page 1

### Office Staff: Proportion of Employees By Race: Other Race

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |              |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|--------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South        | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d            | e              | f          | g                          | h           | i                         | j           | k               |
| OTHER RACE   |             |                  |            |              |                |            |                            |             |                           |             |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100%  | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100%      |
| 100%   | 7<br>3%     | 3<br>6%          | 0<br>0%    | 3<br>3%      | 1<br>2%        | 0<br>0%    | 4<br>5%                    | 3<br>2%     | 1<br>2%                   | 6<br>4%     | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%      | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%         |
| 50% - 74%  | 6<br>2%     | 1<br>2%          | 0<br>0%    | 3<br>3%      | 2<br>4%        | 0<br>0%    | 2<br>3%                    | 4<br>2%     | 0<br>0%                   | 3<br>2%     | 3<br>5%         |
| 25% - 49%  | 7<br>3%     | 1<br>2%          | 1<br>2%    | 2<br>2%      | 3<br>5%        | 0<br>0%    | 1<br>1%                    | 6<br>3%     | 0<br>0%                   | 4<br>3%     | 3<br>5%         |
| 10% - 24%  | 8<br>3%     | 0<br>0%          | 3<br>6%    | 2<br>2%      | 2<br>4%        | 1<br>5%    | 0<br>0%                    | 8<br>4%     | 0<br>0%                   | 1<br>1%     | 7<br>11%<br>ij  |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%      | 0<br>0%        | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%         |
| none   | 232<br>84%  | 46<br>90%        | 42<br>88%  | 84<br>82%    | 42<br>75%<br>b | 18<br>95%  | 67<br>84%                  | 165<br>84%  | 55<br>90%                 | 131<br>86%  | 46<br>74%<br>ij |
| mean:  | 5.0%        | 7.5%             | 1.5%       | 5.6%         | 6.2%           | 0.5%       | 7.0%                       | 4.2%        | 1.8%                      | 6.0%        | 5.5%            |
| standard error:  | 1.12%       | 3.47%            | 0.77%      | 2.02%        | 2.54%          | 0.53%      | 2.75%                      | 1.12%       | 1.79%                     | 1.77%       | 1.63%           |
| median:  | 0%          | 0%               | 0%         | 0%           | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%              |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%    | 8<br>8%<br>b | 6<br>11%<br>b  | 0<br>0%    | 5<br>6%                    | 11<br>6%    | 5<br>8%                   | 8<br>5%     | 2<br>3%         |

TABLE 083 page 1

### Office Staff: Proportion of Employees By Race: Don't Know

16. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |                |                |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |              |
|--|-------------|------------------|----------------|----------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|--------------|
|  |             | Northeast        | Midwest        | South          | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+          |
|  | a           | b                | c              | d              | e              | f          | g                          | h           | i                         | j           | k            |
| DON'T KNOW   |             |                  |                |                |                |            |                            |             |                           |             |              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%     | 103<br>100%    | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100%   |
| 100%   | 5<br>2%     | 0<br>0%          | 1<br>2%        | 3<br>3%        | 0<br>0%        | 1<br>5%    | 0<br>0%                    | 5<br>3%     | 1<br>2%                   | 4<br>3%     | 0<br>0%      |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 1<br>2%        | 0<br>0%        | 0<br>0%        | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%      |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 1% - 9%  | 3<br>1%     | 0<br>0%          | 1<br>2%        | 2<br>2%        | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 3<br>2%     | 0<br>0%                   | 0<br>0%     | 3<br>5%<br>j |
| none   | 252<br>91%  | 51<br>100%       | 43<br>90%<br>b | 90<br>87%<br>b | 50<br>89%<br>b | 18<br>95%  | 74<br>93%                  | 178<br>90%  | 55<br>90%                 | 141<br>92%  | 56<br>90%    |
| mean:  | 2.2%        | 0.0%             | 3.3%           | 3.3%           | 0.0%           | 5.3%       | 0.7%                       | 2.8%        | 1.8%                      | 2.8%        | 1.0%         |
| standard error:  | 0.87%       | 0.00%            | 2.41%          | 1.80%          | 0.00%          | 5.26%      | 0.67%                      | 1.19%       | 1.79%                     | 1.36%       | 0.84%        |
| median:  | 0%          | 0%               | 0%             | 0%             | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%           |
| no answer  | 16<br>6%    | 0<br>0%          | 2<br>4%        | 8<br>8%<br>b   | 6<br>11%<br>b  | 0<br>0%    | 5<br>6%                    | 11<br>6%    | 5<br>8%                   | 8<br>5%     | 2<br>3%      |

TABLE 084 page 1

Office Staff: Proportion of Employees By Gender: Mean Summary

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL  | -----REGION----- |         |        |              |        | MBE CERTIFIED/<br>ELIGIBLE |        | ---NUMBER OF EMPLOYEES--- |        |        |
|--|--------|------------------|---------|--------|--------------|--------|----------------------------|--------|---------------------------|--------|--------|
|  |        | Northeast        | Midwest | South  | West         | Canada | yes                        | no     | 2 - 4                     | 5 - 19 | 20+    |
|  | a      | b                | c       | d      | e            | f      | g                          | h      | i                         | j      | k      |
| MEAN SUMMARY   |        |                  |         |        |              |        |                            |        |                           |        |        |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member answering<br>(fill-in answers) |        |                  |         |        |              |        |                            |        |                           |        |        |
| female   | 83.0%  | 87.3%            | 83.9%   | 89.7%  | 72.4%<br>bd  | 63.6%  | 83.5%                      | 82.9%  | 80.5%                     | 84.7%  | 81.5%  |
| male   | 15.9%  | 12.7%            | 12.4%   | 10.3%  | 27.2%<br>bcd | 30.9%  | 16.5%                      | 15.6%  | 17.8%                     | 14.2%  | 18.1%  |
| transgender  | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.1%         | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%   | 0.1%   |
| non-binary/no gender   | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.0%         | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%   | 0.0%   |
| other  | 0.3%   | 0.0%             | 1.5%    | 0.0%   | 0.0%         | 0.0%   | 0.0%                       | 0.4%   | 0.0%                      | 0.5%   | 0.0%   |
| don't know   | 0.8%   | 0.0%             | 2.2%    | 0.0%   | 0.3%         | 5.6%   | 0.0%                       | 1.2%   | 1.7%                      | 0.7%   | 0.3%   |
| TOTAL =  | 100.0% | 100.0%           | 100.0%  | 100.0% | 100.0%       | 100.0% | 100.0%                     | 100.0% | 100.0%                    | 100.0% | 100.0% |

TABLE 085 page 1

### Office Staff: Proportion of Employees By Gender: Male

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |              |              |                |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|--------------|--------------|----------------|-------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest      | South        | West           | Canada      | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c            | d            | e              | f           | g                          | h           | i                         | j            | k               |
| MALE   |             |                  |              |              |                |             |                            |             |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%   | 103<br>100%  | 56<br>100%     | 19<br>100%  | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100%  | 62<br>100%      |
| 100%   | 13<br>5%    | 1<br>2%          | 2<br>4%      | 2<br>2%      | 6<br>11%<br>d  | 2<br>11%    | 3<br>4%                    | 10<br>5%    | 5<br>8%                   | 8<br>5%      | 0<br>0%<br>i    |
| 75% - 99%  | 5<br>2%     | 0<br>0%          | 0<br>0%      | 2<br>2%      | 2<br>4%        | 1<br>5%     | 3<br>4%                    | 2<br>1%     | 2<br>3%                   | 0<br>0%<br>i | 3<br>5%<br>j    |
| 50% - 74%  | 31<br>11%   | 6<br>12%         | 5<br>10%     | 8<br>8%      | 8<br>14%       | 4<br>21%    | 8<br>10%                   | 23<br>12%   | 6<br>10%                  | 19<br>12%    | 6<br>10%        |
| 25% - 49%  | 22<br>8%    | 8<br>16%         | 1<br>2%<br>b | 4<br>4%<br>b | 8<br>14%<br>cd | 1<br>5%     | 9<br>11%                   | 13<br>7%    | 2<br>3%                   | 9<br>6%      | 11<br>18%<br>ij |
| 10% - 24%  | 10<br>4%    | 1<br>2%          | 2<br>4%      | 7<br>7%      | 0<br>0%<br>d   | 0<br>0%     | 4<br>5%                    | 6<br>3%     | 0<br>0%                   | 1<br>1%      | 9<br>15%<br>ij  |
| 1% - 9%  | 7<br>3%     | 0<br>0%          | 3<br>6%      | 4<br>4%      | 0<br>0%        | 0<br>0%     | 2<br>3%                    | 5<br>3%     | 0<br>0%                   | 1<br>1%      | 6<br>10%<br>ij  |
| none   | 175<br>63%  | 35<br>69%        | 32<br>67%    | 70<br>68%    | 28<br>50%<br>d | 10<br>53%   | 48<br>60%                  | 127<br>64%  | 43<br>70%                 | 107<br>70%   | 25<br>40%<br>ij |
| mean:  | 15.9%       | 12.7%            | 12.4%        | 10.3%        | 27.2%<br>bcd   | 30.9%       | 16.5%                      | 15.6%       | 17.8%                     | 14.2%        | 18.1%           |
| standard error:<br>median:   | 1.73%<br>0% | 3.15%<br>0%      | 3.87%<br>0%  | 2.25%<br>0%  | 4.88%<br>0%    | 9.10%<br>0% | 3.09%<br>0%                | 2.08%<br>0% | 4.36%<br>0%               | 2.29%<br>0%  | 3.02%<br>7%     |
| no answer  | 14<br>5%    | 0<br>0%          | 3<br>6%      | 6<br>6%      | 4<br>7%        | 1<br>5%     | 3<br>4%                    | 11<br>6%    | 3<br>5%                   | 8<br>5%      | 2<br>3%         |



TABLE 086 page 1

Office Staff: Proportion of Employees By Gender: Female

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL         | -----REGION----- |               |               |                |              | MBE CERTIFIED/<br>ELIGIBLE |               | ---NUMBER OF EMPLOYEES--- |               |                 |
|--|---------------|------------------|---------------|---------------|----------------|--------------|----------------------------|---------------|---------------------------|---------------|-----------------|
|  |               | Northeast        | Midwest       | South         | West           | Canada       | yes                        | no            | 2 - 4                     | 5 - 19        | 20+             |
|  | a             | b                | c             | d             | e              | f            | g                          | h             | i                         | j             | k               |
| FEMALE   |               |                  |               |               |                |              |                            |               |                           |               |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100%   | 51<br>100%       | 48<br>100%    | 103<br>100%   | 56<br>100%     | 19<br>100%   | 80<br>100%                 | 197<br>100%   | 61<br>100%                | 153<br>100%   | 62<br>100%      |
| 100%   | 173<br>62%    | 35<br>69%        | 31<br>65%     | 70<br>68%     | 28<br>50%<br>d | 9<br>47%     | 48<br>60%                  | 125<br>63%    | 42<br>69%                 | 106<br>69%    | 25<br>40%<br>ij |
| 75% - 99%  | 30<br>11%     | 7<br>14%         | 5<br>10%      | 14<br>14%     | 4<br>7%        | 0<br>0%      | 12<br>15%                  | 18<br>9%      | 2<br>3%                   | 7<br>5%       | 21<br>34%<br>ij |
| 50% - 74%  | 33<br>12%     | 7<br>14%         | 4<br>8%       | 9<br>9%       | 10<br>18%      | 3<br>16%     | 11<br>14%                  | 22<br>11%     | 4<br>7%                   | 20<br>13%     | 9<br>15%        |
| 25% - 49%  | 8<br>3%       | 1<br>2%          | 1<br>2%       | 1<br>1%       | 3<br>5%        | 2<br>11%     | 2<br>3%                    | 6<br>3%       | 4<br>7%                   | 2<br>1%<br>i  | 2<br>3%         |
| 10% - 24%  | 2<br>1%       | 0<br>0%          | 0<br>0%       | 1<br>1%       | 0<br>0%        | 1<br>5%      | 1<br>1%                    | 1<br>1%       | 0<br>0%                   | 0<br>0%       | 2<br>3%<br>j    |
| 1% - 9%  | 1<br>0%       | 0<br>0%          | 0<br>0%       | 0<br>0%       | 1<br>2%        | 0<br>0%      | 0<br>0%                    | 1<br>1%       | 0<br>0%                   | 0<br>0%       | 1<br>2%         |
| none   | 16<br>6%      | 1<br>2%          | 4<br>8%       | 2<br>2%       | 6<br>11%<br>d  | 3<br>16%     | 3<br>4%                    | 13<br>7%      | 6<br>10%                  | 10<br>7%      | 0<br>0%<br>ij   |
| mean:  | 83.0%         | 87.3%            | 83.9%         | 89.7%         | 72.4%<br>bd    | 63.6%        | 83.5%                      | 82.9%         | 80.5%                     | 84.7%         | 81.5%           |
| standard error:<br>median:   | 1.82%<br>100% | 3.15%<br>100%    | 4.70%<br>100% | 2.25%<br>100% | 4.95%<br>100%  | 9.67%<br>80% | 3.09%<br>100%              | 2.23%<br>100% | 4.57%<br>100%             | 2.43%<br>100% | 3.12%<br>93%    |
| no answer  | 14<br>5%      | 0<br>0%          | 3<br>6%       | 6<br>6%       | 4<br>7%        | 1<br>5%      | 3<br>4%                    | 11<br>6%      | 3<br>5%                   | 8<br>5%       | 2<br>3%         |

TABLE 087 page 1

### Office Staff: Proportion of Employees By Gender: Transgender

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e              | f          | g                          | h           | i                         | j           | k          |
| TRANSGENDER  |             |                  |            |             |                |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100% | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100% |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>2%        | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| none   | 262<br>95%  | 51<br>100%       | 45<br>94%  | 97<br>94%   | 51<br>91%<br>b | 18<br>95%  | 77<br>96%                  | 185<br>94%  | 58<br>95%                 | 145<br>95%  | 59<br>95%  |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.1%           | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.1%       |
| standard error:  | 0.03%       | 0.00%            | 0.00%      | 0.00%       | 0.13%          | 0.00%      | 0.00%                      | 0.04%       | 0.00%                     | 0.00%       | 0.12%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 14<br>5%    | 0<br>0%          | 3<br>6%    | 6<br>6%     | 4<br>7%        | 1<br>5%    | 3<br>4%                    | 11<br>6%    | 3<br>5%                   | 8<br>5%     | 2<br>3%    |

TABLE 088 page 1

**Office Staff: Proportion of Employees By Gender: Non-Binary/No Gender**

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| NON-BINARY/NO GENDER   |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100% | 56<br>100% | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100% |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 263<br>95%  | 51<br>100%       | 45<br>94%  | 97<br>94%   | 52<br>93%  | 18<br>95%  | 77<br>96%                  | 186<br>94%  | 58<br>95%                 | 145<br>95%  | 60<br>97%  |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%        | 0.0%       |
| standard error:  | 0.00%       | 0.00%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.00%       | 0.00%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 14<br>5%    | 0<br>0%          | 3<br>6%    | 6<br>6%     | 4<br>7%    | 1<br>5%    | 3<br>4%                    | 11<br>6%    | 3<br>5%                   | 8<br>5%     | 2<br>3%    |

TABLE 089 page 1

Office Staff: Proportion of Employees By Gender: Other

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |                |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|----------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest        | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c              | d           | e          | f          | g                          | h           | i                         | j           | k          |
| OTHER  |             |                  |                |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%     | 103<br>100% | 56<br>100% | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100% |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 1<br>2%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 262<br>95%  | 51<br>100%       | 44<br>92%<br>b | 97<br>94%   | 52<br>93%  | 18<br>95%  | 77<br>96%                  | 185<br>94%  | 58<br>95%                 | 144<br>94%  | 60<br>97%  |
| mean:  | 0.3%        | 0.0%             | 1.5%           | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.4%        | 0.0%                      | 0.5%        | 0.0%       |
| standard error:  | 0.25%       | 0.00%            | 1.47%          | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.35%       | 0.00%                     | 0.46%       | 0.00%      |
| median:  | 0%          | 0%               | 0%             | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 14<br>5%    | 0<br>0%          | 3<br>6%        | 6<br>6%     | 4<br>7%    | 1<br>5%    | 3<br>4%                    | 11<br>6%    | 3<br>5%                   | 8<br>5%     | 2<br>3%    |

TABLE 090 page 1

**Office Staff: Proportion of Employees By Gender: Don't Know**

17. Approximately what percentage of your company's office staff (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |                |             |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|----------------|-------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest        | South       | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c              | d           | e              | f          | g                          | h           | i                         | j           | k          |
| DONT KNOW  |             |                  |                |             |                |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100%     | 103<br>100% | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100% |
| 100%   | 2<br>1%     | 0<br>0%          | 1<br>2%        | 0<br>0%     | 0<br>0%        | 1<br>5%    | 0<br>0%                    | 2<br>1%     | 1<br>2%                   | 1<br>1%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 1<br>2%        | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 260<br>94%  | 51<br>100%       | 44<br>92%<br>b | 97<br>94%   | 51<br>91%<br>b | 17<br>89%  | 77<br>96%                  | 183<br>93%  | 57<br>93%                 | 144<br>94%  | 59<br>95%  |
| mean:  | 0.8%        | 0.0%             | 2.2%           | 0.0%        | 0.3%           | 5.6%       | 0.0%                       | 1.2%        | 1.7%                      | 0.7%        | 0.3%       |
| standard error:  | 0.54%       | 0.00%            | 2.22%          | 0.00%       | 0.29%          | 5.56%      | 0.00%                      | 0.76%       | 1.72%                     | 0.69%       | 0.25%      |
| median:  | 0%          | 0%               | 0%             | 0%          | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 14<br>5%    | 0<br>0%          | 3<br>6%        | 6<br>6%     | 4<br>7%        | 1<br>5%    | 3<br>4%                    | 11<br>6%    | 3<br>5%                   | 8<br>5%     | 2<br>3%    |

TABLE 091 page 1

### Office Staff: Proportion of Employees By Age: Mean Summary

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL  | -----REGION----- |         |        |        |        | MBE CERTIFIED/<br>ELIGIBLE |        | ---NUMBER OF EMPLOYEES--- |            |             |
|--|--------|------------------|---------|--------|--------|--------|----------------------------|--------|---------------------------|------------|-------------|
|  |        | Northeast        | Midwest | South  | West   | Canada | yes                        | no     | 2 - 4                     | 5 - 19     | 20+         |
|  | a      | b                | c       | d      | e      | f      | g                          | h      | i                         | j          | k           |
| MEAN SUMMARY   |        |                  |         |        |        |        |                            |        |                           |            |             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member seeing the<br>corrected version answering<br>(fill-in answers) |        |                  |         |        |        |        |                            |        |                           |            |             |
| 65 or older  | 7.0%   | 10.3%            | 7.3%    | 5.8%   | 6.0%   | 6.3%   | 6.4%                       | 7.3%   | 17.2%                     | 4.9%<br>i  | 2.0%<br>i   |
| 55 - 64  | 21.2%  | 22.7%            | 25.6%   | 20.3%  | 17.3%  | 21.9%  | 14.8%                      | 23.9%  | 32.2%                     | 21.8%      | 8.7%<br>ij  |
| 45 - 54  | 20.9%  | 20.3%            | 17.4%   | 24.6%  | 20.2%  | 14.9%  | 22.0%                      | 20.4%  | 23.4%                     | 19.3%      | 22.5%       |
| 35 - 44  | 21.6%  | 17.1%            | 23.6%   | 22.0%  | 20.6%  | 29.4%  | 21.7%                      | 21.6%  | 7.6%                      | 27.3%<br>i | 21.3%<br>i  |
| 25 - 34  | 21.8%  | 24.7%            | 14.2%   | 20.1%  | 27.4%  | 25.6%  | 23.7%                      | 21.0%  | 11.6%                     | 19.9%      | 37.2%<br>ij |
| under 25   | 6.0%   | 2.4%             | 9.3%    | 5.9%   | 8.5%   | 1.9%   | 9.8%                       | 4.5%   | 8.1%                      | 5.1%       | 6.2%        |
| don't know   | 1.4%   | 2.4%             | 2.6%    | 1.3%   | 0.0%   | 0.0%   | 1.6%                       | 1.3%   | 0.0%                      | 1.7%       | 2.1%        |
| TOTAL =  | 100.0% | 100.0%           | 100.0%  | 100.0% | 100.0% | 100.0% | 100.0%                     | 100.0% | 100.0%                    | 100.0%     | 100.0%      |

TABLE 092 page 1

### Office Staff: Proportion of Employees By Age: Under 25

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |               |            |            |            | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |              |                |
|--|-------------|------------------|---------------|------------|------------|------------|----------------------------|--------------|---------------------------|--------------|----------------|
|  |             | Northeast        | Midwest       | South      | West       | Canada     | yes                        | no           | 2 - 4                     | 5 - 19       | 20+            |
|  | a           | b                | c             | d          | e          | f          | g                          | h            | i                         | j            | k              |
| UNDER 25   |             |                  |               |            |            |            |                            |              |                           |              |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100%    | 81<br>100% | 46<br>100% | 16<br>100% | 65<br>100%                 | 163<br>100%  | 51<br>100%                | 127<br>100%  | 49<br>100%     |
| 100%   | 4<br>2%     | 0<br>0%          | 1<br>3%       | 1<br>1%    | 2<br>4%    | 0<br>0%    | 3<br>5%                    | 1<br>1%<br>g | 3<br>6%                   | 1<br>1%<br>i | 0<br>0%        |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%       | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%      | 0<br>0%        |
| 50% - 74%  | 8<br>4%     | 0<br>0%          | 4<br>10%<br>b | 3<br>4%    | 1<br>2%    | 0<br>0%    | 2<br>3%                    | 6<br>4%      | 1<br>2%                   | 6<br>5%      | 1<br>2%        |
| 25% - 49%  | 13<br>6%    | 3<br>7%          | 1<br>3%       | 5<br>6%    | 3<br>7%    | 1<br>6%    | 6<br>9%                    | 7<br>4%      | 1<br>2%                   | 7<br>6%      | 5<br>10%       |
| 10% - 24%  | 7<br>3%     | 0<br>0%          | 1<br>3%       | 4<br>5%    | 2<br>4%    | 0<br>0%    | 3<br>5%                    | 4<br>2%      | 1<br>2%                   | 0<br>0%      | 6<br>12%<br>ij |
| 1% - 9%  | 2<br>1%     | 0<br>0%          | 0<br>0%       | 2<br>2%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 2<br>1%      | 0<br>0%                   | 0<br>0%      | 2<br>4%<br>j   |
| none   | 181<br>79%  | 39<br>87%        | 31<br>78%     | 62<br>77%  | 34<br>74%  | 15<br>94%  | 48<br>74%                  | 133<br>82%   | 42<br>82%                 | 106<br>83%   | 33<br>67%<br>j |
| mean:  | 6.0%        | 2.4%             | 9.3%          | 5.9%       | 8.5%       | 1.9%       | 9.8%                       | 4.5%         | 8.1%                      | 5.1%         | 6.2%           |
| standard error:  | 1.19%       | 1.35%            | 3.60%         | 1.83%      | 3.57%      | 1.88%      | 3.01%                      | 1.13%        | 3.66%                     | 1.41%        | 1.72%          |
| median:  | 0%          | 0%               | 0%            | 0%         | 0%         | 0%         | 0%                         | 0%           | 0%                        | 0%           | 0%             |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%       | 4<br>5%    | 4<br>9%    | 0<br>0%    | 3<br>5%                    | 10<br>6%     | 3<br>6%                   | 7<br>6%      | 2<br>4%        |

TABLE 093 page 1

### Office Staff: Proportion of Employees By Age: 25 - 34

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |             |             |                |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|-------------|-------------|----------------|-------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest     | South       | West           | Canada      | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c           | d           | e              | f           | g                          | h           | i                         | j              | k               |
| 25 - 34  |             |                  |             |             |                |             |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100%  | 81<br>100%  | 46<br>100%     | 16<br>100%  | 65<br>100%                 | 163<br>100% | 51<br>100%                | 127<br>100%    | 49<br>100%      |
| 100%   | 17<br>7%    | 4<br>9%          | 1<br>3%     | 2<br>2%     | 7<br>15%<br>cd | 3<br>19%    | 4<br>6%                    | 13<br>8%    | 4<br>8%                   | 9<br>7%        | 4<br>8%         |
| 75% - 99%  | 2<br>1%     | 0<br>0%          | 1<br>3%     | 0<br>0%     | 1<br>2%        | 0<br>0%     | 1<br>2%                    | 1<br>1%     | 0<br>0%                   | 1<br>1%        | 1<br>2%         |
| 50% - 74%  | 33<br>14%   | 9<br>20%         | 4<br>10%    | 16<br>20%   | 3<br>7%<br>d   | 1<br>6%     | 13<br>20%                  | 20<br>12%   | 2<br>4%                   | 19<br>15%<br>i | 12<br>24%<br>i  |
| 25% - 49%  | 25<br>11%   | 4<br>9%          | 2<br>5%     | 12<br>15%   | 6<br>13%       | 1<br>6%     | 8<br>12%                   | 17<br>10%   | 2<br>4%                   | 11<br>9%       | 12<br>24%<br>ij |
| 10% - 24%  | 12<br>5%    | 2<br>4%          | 3<br>8%     | 4<br>5%     | 1<br>2%        | 2<br>13%    | 2<br>3%                    | 10<br>6%    | 0<br>0%                   | 4<br>3%        | 8<br>16%<br>ij  |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 1<br>3%     | 0<br>0%     | 0<br>0%        | 0<br>0%     | 1<br>2%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 1<br>2%         |
| none   | 125<br>55%  | 23<br>51%        | 26<br>65%   | 43<br>53%   | 24<br>52%      | 9<br>56%    | 33<br>51%                  | 92<br>56%   | 40<br>78%                 | 76<br>60%<br>i | 9<br>18%<br>ij  |
| mean:  | 21.8%       | 24.7%            | 14.2%       | 20.1%       | 27.4%          | 25.6%       | 23.7%                      | 21.0%       | 11.6%                     | 19.9%          | 37.2%<br>ij     |
| standard error:<br>median:   | 2.15%<br>0% | 5.13%<br>0%      | 4.31%<br>0% | 3.03%<br>0% | 5.94%<br>0%    | 9.87%<br>0% | 3.95%<br>0%                | 2.57%<br>0% | 4.22%<br>0%               | 2.85%<br>0%    | 4.33%<br>34%    |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%     | 4<br>5%     | 4<br>9%        | 0<br>0%     | 3<br>5%                    | 10<br>6%    | 3<br>6%                   | 7<br>6%        | 2<br>4%         |



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### Office Staff: Proportion of Employees By Age: 35 - 44

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |             |             |               |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|-------------|-------------|---------------|-------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest     | South       | West          | Canada      | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c           | d           | e             | f           | g                          | h           | i                         | j              | k               |
| 35 - 44  |             |                  |             |             |               |             |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100%  | 81<br>100%  | 46<br>100%    | 16<br>100%  | 65<br>100%                 | 163<br>100% | 51<br>100%                | 127<br>100%    | 49<br>100%      |
| 100%   | 21<br>9%    | 2<br>4%          | 5<br>13%    | 8<br>10%    | 4<br>9%       | 2<br>13%    | 6<br>9%                    | 15<br>9%    | 3<br>6%                   | 18<br>14%      | 0<br>0%<br>j    |
| 75% - 99%  | 5<br>2%     | 1<br>2%          | 1<br>3%     | 1<br>1%     | 1<br>2%       | 1<br>6%     | 0<br>0%                    | 5<br>3%     | 0<br>0%                   | 4<br>3%        | 1<br>2%         |
| 50% - 74%  | 21<br>9%    | 7<br>16%         | 3<br>8%     | 6<br>7%     | 2<br>4%       | 3<br>19%    | 9<br>14%                   | 12<br>7%    | 1<br>2%                   | 14<br>11%<br>i | 6<br>12%<br>i   |
| 25% - 49%  | 26<br>11%   | 2<br>4%          | 3<br>8%     | 13<br>16%   | 8<br>17%<br>b | 0<br>0%     | 6<br>9%                    | 20<br>12%   | 0<br>0%                   | 14<br>11%<br>i | 12<br>24%<br>ij |
| 10% - 24%  | 11<br>5%    | 1<br>2%          | 2<br>5%     | 5<br>6%     | 2<br>4%       | 1<br>6%     | 4<br>6%                    | 7<br>4%     | 1<br>2%                   | 0<br>0%        | 10<br>20%<br>ij |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%     | 1<br>1%     | 0<br>0%       | 0<br>0%     | 1<br>2%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%        | 1<br>2%         |
| none   | 130<br>57%  | 29<br>64%        | 24<br>60%   | 43<br>53%   | 25<br>54%     | 9<br>56%    | 36<br>55%                  | 94<br>58%   | 43<br>84%                 | 70<br>55%<br>i | 17<br>35%<br>ij |
| mean:  | 21.6%       | 17.1%            | 23.6%       | 22.0%       | 20.6%         | 29.4%       | 21.7%                      | 21.6%       | 7.6%                      | 27.3%<br>i     | 21.3%<br>i      |
| standard error:<br>median:   | 2.26%<br>0% | 4.54%<br>0%      | 6.08%<br>0% | 3.69%<br>0% | 5.00%<br>0%   | 9.71%<br>0% | 4.11%<br>0%                | 2.71%<br>0% | 3.64%<br>0%               | 3.43%<br>0%    | 3.28%<br>20%    |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%     | 4<br>5%     | 4<br>9%       | 0<br>0%     | 3<br>5%                    | 10<br>6%    | 3<br>6%                   | 7<br>6%        | 2<br>4%         |

TABLE 095 page 1

### Office Staff: Proportion of Employees By Age: 45 - 54

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |            |            |            | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|------------|------------|------------|----------------------------|--------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South      | West       | Canada     | yes                        | no           | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d          | e          | f          | g                          | h            | i                         | j              | k               |
| 45 - 54  |             |                  |            |            |            |            |                            |              |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100% | 81<br>100% | 46<br>100% | 16<br>100% | 65<br>100%                 | 163<br>100%  | 51<br>100%                | 127<br>100%    | 49<br>100%      |
| 100%   | 19<br>8%    | 3<br>7%          | 2<br>5%    | 9<br>11%   | 4<br>9%    | 1<br>6%    | 4<br>6%                    | 15<br>9%     | 10<br>20%                 | 9<br>7%<br>i   | 0<br>0%<br>i    |
| 75% - 99%  | 4<br>2%     | 0<br>0%          | 1<br>3%    | 2<br>2%    | 1<br>2%    | 0<br>0%    | 3<br>5%                    | 1<br>1%<br>g | 0<br>0%                   | 1<br>1%        | 3<br>6%<br>j    |
| 50% - 74%  | 26<br>11%   | 9<br>20%         | 5<br>13%   | 8<br>10%   | 3<br>7%    | 1<br>6%    | 9<br>14%                   | 17<br>10%    | 2<br>4%                   | 19<br>15%<br>i | 5<br>10%        |
| 25% - 49%  | 24<br>11%   | 3<br>7%          | 2<br>5%    | 11<br>14%  | 5<br>11%   | 3<br>19%   | 6<br>9%                    | 18<br>11%    | 1<br>2%                   | 11<br>9%       | 12<br>24%<br>ij |
| 10% - 24%  | 12<br>5%    | 1<br>2%          | 2<br>5%    | 6<br>7%    | 3<br>7%    | 0<br>0%    | 4<br>6%                    | 8<br>5%      | 0<br>0%                   | 1<br>1%        | 11<br>22%<br>ij |
| 1% - 9%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>1%      | 0<br>0%                   | 0<br>0%        | 1<br>2%         |
| none   | 129<br>57%  | 26<br>58%        | 26<br>65%  | 40<br>49%  | 26<br>57%  | 11<br>69%  | 36<br>55%                  | 93<br>57%    | 35<br>69%                 | 79<br>62%      | 15<br>31%<br>ij |
| mean:  | 20.9%       | 20.3%            | 17.4%      | 24.6%      | 20.2%      | 14.9%      | 22.0%                      | 20.4%        | 23.4%                     | 19.3%          | 22.5%           |
| standard error:  | 2.19%       | 4.70%            | 4.85%      | 3.91%      | 5.16%      | 6.96%      | 4.04%                      | 2.61%        | 5.93%                     | 2.81%          | 3.55%           |
| median:  | 0%          | 0%               | 0%         | 0%         | 0%         | 0%         | 0%                         | 0%           | 0%                        | 0%             | 16%             |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%    | 4<br>5%    | 4<br>9%    | 0<br>0%    | 3<br>5%                    | 10<br>6%     | 3<br>6%                   | 7<br>6%        | 2<br>4%         |

TABLE 096 page 1

### Office Staff: Proportion of Employees By Age: 55 - 64

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |               |             |              |             | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|---------------|-------------|--------------|-------------|----------------------------|----------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest       | South       | West         | Canada      | yes                        | no             | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c             | d           | e            | f           | g                          | h              | i                         | j            | k               |
| 55 - 64  |             |                  |               |             |              |             |                            |                |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100%    | 81<br>100%  | 46<br>100%   | 16<br>100%  | 65<br>100%                 | 163<br>100%    | 51<br>100%                | 127<br>100%  | 49<br>100%      |
| 100%   | 30<br>13%   | 7<br>16%         | 7<br>18%      | 11<br>14%   | 3<br>7%      | 2<br>13%    | 4<br>6%                    | 26<br>16%<br>g | 12<br>24%                 | 18<br>14%    | 0<br>0%<br>ij   |
| 75% - 99%  | 3<br>1%     | 0<br>0%          | 0<br>0%       | 0<br>0%     | 3<br>7%<br>d | 0<br>0%     | 2<br>3%                    | 1<br>1%        | 3<br>6%                   | 0<br>0%<br>i | 0<br>0%         |
| 50% - 74%  | 15<br>7%    | 4<br>9%          | 3<br>8%       | 3<br>4%     | 3<br>7%      | 2<br>13%    | 4<br>6%                    | 11<br>7%       | 2<br>4%                   | 10<br>8%     | 3<br>6%         |
| 25% - 49%  | 9<br>4%     | 2<br>4%          | 0<br>0%       | 6<br>7%     | 0<br>0%      | 1<br>6%     | 2<br>3%                    | 7<br>4%        | 0<br>0%                   | 7<br>6%      | 2<br>4%         |
| 10% - 24%  | 14<br>6%    | 0<br>0%          | 6<br>15%<br>b | 6<br>7%     | 2<br>4%      | 0<br>0%     | 5<br>8%                    | 9<br>6%        | 0<br>0%                   | 3<br>2%      | 11<br>22%<br>ij |
| 1% - 9%  | 3<br>1%     | 0<br>0%          | 1<br>3%       | 1<br>1%     | 1<br>2%      | 0<br>0%     | 1<br>2%                    | 2<br>1%        | 0<br>0%                   | 0<br>0%      | 3<br>6%<br>j    |
| none   | 141<br>62%  | 29<br>64%        | 21<br>53%     | 50<br>62%   | 30<br>65%    | 11<br>69%   | 44<br>68%                  | 97<br>60%      | 31<br>61%                 | 82<br>65%    | 28<br>57%       |
| mean:  | 21.2%       | 22.7%            | 25.6%         | 20.3%       | 17.3%        | 21.9%       | 14.8%                      | 23.9%          | 32.2%                     | 21.8%        | 8.7%<br>ij      |
| standard error:<br>median:   | 2.46%<br>0% | 5.89%<br>0%      | 6.34%<br>0%   | 4.04%<br>0% | 5.07%<br>0%  | 9.27%<br>0% | 3.75%<br>0%                | 3.09%<br>0%    | 6.47%<br>0%               | 3.36%<br>0%  | 2.08%<br>0%     |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%       | 4<br>5%     | 4<br>9%      | 0<br>0%     | 3<br>5%                    | 10<br>6%       | 3<br>6%                   | 7<br>6%      | 2<br>4%         |

TABLE 097 page 1

### Office Staff: Proportion of Employees By Age: 65 or Older

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |              |              |              |             | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |              |               |
|--|-------------|------------------|--------------|--------------|--------------|-------------|----------------------------|--------------|---------------------------|--------------|---------------|
|  |             | Northeast        | Midwest      | South        | West         | Canada      | yes                        | no           | 2 - 4                     | 5 - 19       | 20+           |
|  | a           | b                | c            | d            | e            | f           | g                          | h            | i                         | j            | k             |
| 65 OR OLDER  |             |                  |              |              |              |             |                            |              |                           |              |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100%   | 81<br>100%   | 46<br>100%   | 16<br>100%  | 65<br>100%                 | 163<br>100%  | 51<br>100%                | 127<br>100%  | 49<br>100%    |
| 100%   | 11<br>5%    | 2<br>4%          | 2<br>5%      | 4<br>5%      | 2<br>4%      | 1<br>6%     | 2<br>3%                    | 9<br>6%      | 8<br>16%                  | 3<br>2%<br>i | 0<br>0%<br>i  |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%      | 0<br>0%      | 0<br>0%      | 0<br>0%     | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%      | 0<br>0%       |
| 50% - 74%  | 4<br>2%     | 2<br>4%          | 1<br>3%      | 0<br>0%      | 1<br>2%      | 0<br>0%     | 3<br>5%                    | 1<br>1%<br>g | 0<br>0%                   | 3<br>2%      | 1<br>2%       |
| 25% - 49%  | 6<br>3%     | 5<br>11%         | 0<br>0%<br>b | 1<br>1%<br>b | 0<br>0%<br>b | 0<br>0%     | 1<br>2%                    | 5<br>3%      | 1<br>2%                   | 5<br>4%      | 0<br>0%       |
| 10% - 24%  | 2<br>1%     | 0<br>0%          | 2<br>5%      | 0<br>0%<br>c | 0<br>0%      | 0<br>0%     | 1<br>2%                    | 1<br>1%      | 0<br>0%                   | 0<br>0%      | 2<br>4%<br>j  |
| 1% - 9%  | 4<br>2%     | 0<br>0%          | 1<br>3%      | 3<br>4%      | 0<br>0%      | 0<br>0%     | 2<br>3%                    | 2<br>1%      | 0<br>0%                   | 0<br>0%      | 4<br>8%<br>ij |
| none   | 188<br>82%  | 33<br>73%        | 32<br>80%    | 69<br>85%    | 39<br>85%    | 15<br>94%   | 53<br>82%                  | 135<br>83%   | 39<br>76%                 | 109<br>86%   | 40<br>82%     |
| mean:  | 7.0%        | 10.3%            | 7.3%         | 5.8%         | 6.0%         | 6.3%        | 6.4%                       | 7.3%         | 17.2%                     | 4.9%<br>i    | 2.0%<br>i     |
| standard error:<br>median:   | 1.58%<br>0% | 3.74%<br>0%      | 3.84%<br>0%  | 2.57%<br>0%  | 3.49%<br>0%  | 6.25%<br>0% | 2.61%<br>0%                | 1.95%<br>0%  | 5.43%<br>0%               | 1.65%<br>0%  | 1.11%<br>0%   |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%      | 4<br>5%      | 4<br>9%      | 0<br>0%     | 3<br>5%                    | 10<br>6%     | 3<br>6%                   | 7<br>6%      | 2<br>4%       |

TABLE 098 page 1

**Office Staff: Proportion of Employees By Age: Don't Know**

18. Approximately what percentage of your company's office staff (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |            |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South      | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d          | e          | f          | g                          | h           | i                         | j           | k          |
| DONT KNOW  |             |                  |            |            |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>seeing the corrected version<br>(fill-in answers) | 228<br>100% | 45<br>100%       | 40<br>100% | 81<br>100% | 46<br>100% | 16<br>100% | 65<br>100%                 | 163<br>100% | 51<br>100%                | 127<br>100% | 49<br>100% |
| 100%   | 3<br>1%     | 1<br>2%          | 1<br>3%    | 1<br>1%    | 0<br>0%    | 0<br>0%    | 1<br>2%                    | 2<br>1%     | 0<br>0%                   | 2<br>2%     | 1<br>2%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| none   | 212<br>93%  | 41<br>91%        | 37<br>93%  | 76<br>94%  | 42<br>91%  | 16<br>100% | 61<br>94%                  | 151<br>93%  | 48<br>94%                 | 118<br>93%  | 46<br>94%  |
| mean:  | 1.4%        | 2.4%             | 2.6%       | 1.3%       | 0.0%       | 0.0%       | 1.6%                       | 1.3%        | 0.0%                      | 1.7%        | 2.1%       |
| standard error:  | 0.80%       | 2.38%            | 2.63%      | 1.30%      | 0.00%      | 0.00%      | 1.61%                      | 0.92%       | 0.00%                     | 1.17%       | 2.13%      |
| median:  | 0%          | 0%               | 0%         | 0%         | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 13<br>6%    | 3<br>7%          | 2<br>5%    | 4<br>5%    | 4<br>9%    | 0<br>0%    | 3<br>5%                    | 10<br>6%    | 3<br>6%                   | 7<br>6%     | 2<br>4%    |

TABLE 099 page 1

### Office Staff: Proportion of Employees Who Are Veterans

19. Approximately what percentage of your company's office staff (full and part-time) are veterans?

|  | TOTAL       | -----REGION----- |            |             |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |              |
|--|-------------|------------------|------------|-------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|--------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+          |
|  | a           | b                | c          | d           | e              | f          | g                          | h           | i                         | j           | k            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100% | 56<br>100%     | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100%   |
| 100%   | 6<br>2%     | 1<br>2%          | 0<br>0%    | 1<br>1%     | 3<br>5%        | 1<br>5%    | 3<br>4%                    | 3<br>2%     | 3<br>5%                   | 2<br>1%     | 1<br>2%      |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%        | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 50% - 74%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 1<br>2%        | 0<br>0%    | 1<br>1%                    | 1<br>1%     | 1<br>2%                   | 1<br>1%     | 0<br>0%      |
| 25% - 49%  | 3<br>1%     | 0<br>0%          | 1<br>2%    | 1<br>1%     | 1<br>2%        | 0<br>0%    | 0<br>0%                    | 3<br>2%     | 1<br>2%                   | 2<br>1%     | 0<br>0%      |
| 10% - 24%  | 6<br>2%     | 0<br>0%          | 3<br>6%    | 1<br>1%     | 2<br>4%        | 0<br>0%    | 0<br>0%                    | 6<br>3%     | 1<br>2%                   | 2<br>1%     | 3<br>5%      |
| 1% - 9%  | 8<br>3%     | 1<br>2%          | 1<br>2%    | 4<br>4%     | 2<br>4%        | 0<br>0%    | 1<br>1%                    | 7<br>4%     | 1<br>2%                   | 2<br>1%     | 5<br>8%<br>j |
| none   | 244<br>88%  | 47<br>92%        | 43<br>90%  | 92<br>89%   | 44<br>79%<br>b | 18<br>95%  | 73<br>91%                  | 171<br>87%  | 52<br>85%                 | 140<br>92%  | 51<br>82%    |
| mean:  | 3.3%        | 2.1%             | 1.6%       | 2.0%        | 7.8%           | 5.3%       | 4.6%                       | 2.8%        | 6.5%                      | 2.3%        | 2.7%         |
| standard error:  | 0.95%       | 2.04%            | 0.79%      | 1.14%       | 3.33%          | 5.26%      | 2.27%                      | 0.97%       | 3.00%                     | 1.04%       | 1.71%        |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%             | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%           |
| no answer  | 8<br>3%     | 2<br>4%          | 0<br>0%    | 3<br>3%     | 3<br>5%        | 0<br>0%    | 2<br>3%                    | 6<br>3%     | 2<br>3%                   | 4<br>3%     | 2<br>3%      |

TABLE 100 page 1

### Office Staff: Proportion of Employees Who Have a Disability

20. Approximately what percentage of your company's office staff (full and part-time) have a disability?

|  | TOTAL       | -----REGION----- |            |              |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|------------|--------------|------------|------------|----------------------------|-------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest    | South        | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c          | d            | e          | f          | g                          | h           | i                         | j           | k             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>office staff member<br>(fill-in answers) | 277<br>100% | 51<br>100%       | 48<br>100% | 103<br>100%  | 56<br>100% | 19<br>100% | 80<br>100%                 | 197<br>100% | 61<br>100%                | 153<br>100% | 62<br>100%    |
| 100%   | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%      | 1<br>2%    | 0<br>0%    | 0<br>0%                    | 1<br>1%     | 1<br>2%                   | 0<br>0%     | 0<br>0%       |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%      | 1<br>2%    | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 1<br>2%                   | 0<br>0%     | 0<br>0%       |
| 50% - 74%  | 3<br>1%     | 2<br>4%          | 0<br>0%    | 0<br>0%<br>b | 0<br>0%    | 1<br>5%    | 2<br>3%                    | 1<br>1%     | 1<br>2%                   | 2<br>1%     | 0<br>0%       |
| 25% - 49%  | 7<br>3%     | 3<br>6%          | 1<br>2%    | 2<br>2%      | 0<br>0%    | 1<br>5%    | 3<br>4%                    | 4<br>2%     | 1<br>2%                   | 5<br>3%     | 1<br>2%       |
| 10% - 24%  | 5<br>2%     | 0<br>0%          | 1<br>2%    | 1<br>1%      | 2<br>4%    | 1<br>5%    | 2<br>3%                    | 3<br>2%     | 1<br>2%                   | 2<br>1%     | 2<br>3%       |
| 1% - 9%  | 4<br>1%     | 0<br>0%          | 2<br>4%    | 0<br>0%<br>c | 2<br>4%    | 0<br>0%    | 0<br>0%                    | 4<br>2%     | 0<br>0%                   | 0<br>0%     | 4<br>6%<br>ij |
| none   | 247<br>89%  | 45<br>88%        | 44<br>92%  | 95<br>92%    | 47<br>84%  | 16<br>84%  | 70<br>88%                  | 177<br>90%  | 55<br>90%                 | 139<br>91%  | 52<br>84%     |
| mean:  | 2.3%        | 3.7%             | 1.2%       | 0.7%         | 4.1%       | 4.9%       | 3.8%                       | 1.7%        | 4.4%                      | 1.9%        | 1.3%          |
| standard error:  | 0.64%       | 1.65%            | 0.75%      | 0.45%        | 2.36%      | 3.07%      | 1.45%                      | 0.67%       | 2.24%                     | 0.66%       | 0.64%         |
| median:  | 0%          | 0%               | 0%         | 0%           | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%            |
| no answer  | 9<br>3%     | 1<br>2%          | 0<br>0%    | 5<br>5%      | 3<br>5%    | 0<br>0%    | 2<br>3%                    | 7<br>4%     | 1<br>2%                   | 5<br>3%     | 3<br>5%       |

TABLE 101 page 1

**Salespeople: Proportion of Employees By Race: Mean Summary**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL  | -----REGION----- |         |        |        |        | MBE CERTIFIED/<br>ELIGIBLE |        | ---NUMBER OF EMPLOYEES--- |        |        |
|---|--------|------------------|---------|--------|--------|--------|----------------------------|--------|---------------------------|--------|--------|
|   |        | Northeast        | Midwest | South  | West   | Canada | yes                        | no     | 2 - 4                     | 5 - 19 | 20+    |
|   | a      | b                | c       | d      | e      | f      | g                          | h      | i                         | j      | k      |
| MEAN SUMMARY  |        |                  |         |        |        |        |                            |        |                           |        |        |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member answering<br>(fill-in answers) |        |                  |         |        |        |        |                            |        |                           |        |        |
| White   | 75.8%  | 88.2%            | 66.4%   | 81.0%  | 65.5%  | 50.0%  | 65.6%                      | 81.3%  | 72.2%                     | 73.6%  | 80.8%  |
| Black or African American   | 6.8%   | 0.0%             | 15.8%   | 6.0%   | 7.3%   | 0.0%   | 11.0%                      | 4.5%   | 16.7%                     | 4.8%   | 7.8%   |
| Native Hawaiian and other<br>Pacific Islander   | 1.1%   | 0.0%             | 0.0%    | 0.0%   | 6.4%   | 0.0%   | 2.3%                       | 0.5%   | 0.0%                      | 1.6%   | 0.8%   |
| Asian   | 0.6%   | 0.0%             | 0.0%    | 0.4%   | 2.3%   | 0.0%   | 0.5%                       | 0.6%   | 0.0%                      | 0.0%   | 1.5%   |
| American Indian or Alaska Native  | 0.3%   | 0.0%             | 1.5%    | 0.2%   | 0.0%   | 0.0%   | 0.9%                       | 0.0%   | 0.0%                      | 0.0%   | 0.8%   |
| other race  | 5.3%   | 5.9%             | 1.3%    | 5.4%   | 9.1%   | 0.0%   | 12.2%                      | 1.5%   | 11.1%                     | 5.0%   | 2.7%   |
|   |        |                  |         |        |        |        |                            | g      |                           |        |        |
| mixed race (two or more races)  | 6.8%   | 5.9%             | 10.1%   | 3.7%   | 9.5%   | 25.0%  | 7.4%                       | 6.4%   | 0.0%                      | 8.7%   | 5.7%   |
| don't know  | 3.3%   | 0.0%             | 5.0%    | 3.4%   | 0.0%   | 25.0%  | 0.0%                       | 5.1%   | 0.0%                      | 6.3%   | 0.0%   |
|   |        |                  |         |        |        |        |                            | g      |                           |        | j      |
| TOTAL =   | 100.0% | 100.0%           | 100.0%  | 100.0% | 100.0% | 100.0% | 100.0%                     | 100.0% | 100.0%                    | 100.0% | 100.0% |



TABLE 102 page 1

**Salespeople: Proportion of Employees By Race: Mixed Race**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| MIXED RACE (TWO OR MORE RACES)  |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 6<br>5%     | 1<br>6%          | 2<br>10%   | 1<br>2%    | 1<br>4%    | 1<br>25%  | 3<br>7%                    | 3<br>4%    | 0<br>0%                   | 5<br>8%    | 1<br>2%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 3<br>2%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 2<br>9%    | 0<br>0%   | 0<br>0%                    | 3<br>4%    | 0<br>0%                   | 1<br>2%    | 2<br>4%    |
| 25% - 49%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 10% - 24%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 1% - 9%   | 4<br>3%     | 0<br>0%          | 1<br>5%    | 3<br>5%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 4<br>5%    | 0<br>0%                   | 0<br>0%    | 4<br>8%    |
| none  | 107<br>86%  | 16<br>89%        | 17<br>85%  | 52<br>88%  | 19<br>83%  | 3<br>75%  | 39<br>91%                  | 68<br>84%  | 9<br>100%                 | 57<br>89%  | 40<br>80%  |
| mean:   | 6.8%        | 5.9%             | 10.1%      | 3.7%       | 9.5%       | 25.0%     | 7.4%                       | 6.4%       | 0.0%                      | 8.7%       | 5.7%       |
| standard error:   | 2.09%       | 5.88%            | 6.88%      | 1.97%      | 5.52%      | 25.00%    | 3.94%                      | 2.43%      | 0.00%                     | 3.49%      | 2.62%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 103 page 1

**Salespeople: Proportion of Employees By Race: White**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL         | -----REGION----- |                |               |               |               | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |               |               |
|---|---------------|------------------|----------------|---------------|---------------|---------------|----------------------------|----------------|---------------------------|---------------|---------------|
|   |               | Northeast        | Midwest        | South         | West          | Canada        | yes                        | no             | 2 - 4                     | 5 - 19        | 20+           |
|   | a             | b                | c              | d             | e             | f             | g                          | h              | i                         | j             | k             |
| WHITE   |               |                  |                |               |               |               |                            |                |                           |               |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100%   | 18<br>100%       | 20<br>100%     | 59<br>100%    | 23<br>100%    | 4<br>100%     | 43<br>100%                 | 81<br>100%     | 9<br>100%                 | 64<br>100%    | 50<br>100%    |
| 100%  | 78<br>63%     | 15<br>83%        | 10<br>50%      | 38<br>64%     | 13<br>57%     | 2<br>50%      | 23<br>53%                  | 55<br>68%      | 6<br>67%                  | 45<br>70%     | 27<br>54%     |
| 75% - 99%   | 10<br>8%      | 0<br>0%          | 2<br>10%       | 8<br>14%      | 0<br>0%       | 0<br>0%       | 4<br>9%                    | 6<br>7%        | 0<br>0%                   | 1<br>2%       | 9<br>18%<br>j |
| 50% - 74%   | 9<br>7%       | 0<br>0%          | 2<br>10%       | 5<br>8%       | 2<br>9%       | 0<br>0%       | 3<br>7%                    | 6<br>7%        | 1<br>11%                  | 1<br>2%       | 7<br>14%<br>j |
| 25% - 49%   | 1<br>1%       | 0<br>0%          | 0<br>0%        | 0<br>0%       | 1<br>4%       | 0<br>0%       | 0<br>0%                    | 1<br>1%        | 0<br>0%                   | 0<br>0%       | 1<br>2%       |
| 10% - 24%   | 1<br>1%       | 0<br>0%          | 0<br>0%        | 1<br>2%       | 0<br>0%       | 0<br>0%       | 0<br>0%                    | 1<br>1%        | 0<br>0%                   | 0<br>0%       | 1<br>2%       |
| 1% - 9%   | 0<br>0%       | 0<br>0%          | 0<br>0%        | 0<br>0%       | 0<br>0%       | 0<br>0%       | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%       | 0<br>0%       |
| none  | 23<br>19%     | 2<br>11%         | 6<br>30%       | 7<br>12%      | 6<br>26%      | 2<br>50%      | 13<br>30%                  | 10<br>12%<br>g | 2<br>22%                  | 16<br>25%     | 4<br>8%<br>j  |
| mean:   | 75.8%         | 88.2%            | 66.4%          | 81.0%         | 65.5%         | 50.0%         | 65.6%                      | 81.3%          | 72.2%                     | 73.6%         | 80.8%         |
| standard error:<br>median:  | 3.57%<br>100% | 8.05%<br>100%    | 10.18%<br>100% | 4.45%<br>100% | 9.57%<br>100% | 28.87%<br>50% | 6.86%<br>100%              | 3.95%<br>100%  | 14.70%<br>100%            | 5.51%<br>100% | 4.44%<br>100% |
| no answer   | 2<br>2%       | 1<br>6%          | 0<br>0%        | 0<br>0%       | 1<br>4%       | 0<br>0%       | 0<br>0%                    | 2<br>2%        | 0<br>0%                   | 1<br>2%       | 1<br>2%       |

TABLE 104 page 1

**Salespeople: Proportion of Employees By Race: Black or African American**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |                |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|----------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+            |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k              |
| BLACK OR AFRICAN AMERICAN   |             |                  |            |            |            |           |                            |            |                           |            |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100%     |
| 100%  | 6<br>5%     | 0<br>0%          | 3<br>15%   | 2<br>3%    | 1<br>4%    | 0<br>0%   | 4<br>9%                    | 2<br>2%    | 1<br>11%                  | 3<br>5%    | 2<br>4%        |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%        |
| 50% - 74%   | 2<br>2%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 1<br>4%    | 0<br>0%   | 1<br>2%                    | 1<br>1%    | 1<br>11%                  | 0<br>0%    | 1<br>2%        |
| 25% - 49%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 0<br>0%    | 1<br>2%        |
| 10% - 24%   | 4<br>3%     | 0<br>0%          | 1<br>5%    | 2<br>3%    | 1<br>4%    | 0<br>0%   | 1<br>2%                    | 3<br>4%    | 0<br>0%                   | 0<br>0%    | 4<br>8%<br>j   |
| 1% - 9%   | 3<br>2%     | 0<br>0%          | 0<br>0%    | 3<br>5%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 2<br>2%    | 0<br>0%                   | 0<br>0%    | 3<br>6%<br>j   |
| none  | 106<br>85%  | 17<br>94%        | 16<br>80%  | 50<br>85%  | 19<br>83%  | 4<br>100% | 36<br>84%                  | 70<br>86%  | 7<br>78%                  | 60<br>94%  | 38<br>76%<br>j |
| mean:   | 6.8%        | 0.0%             | 15.8%      | 6.0%       | 7.3%       | 0.0%      | 11.0%                      | 4.5%       | 16.7%                     | 4.8%       | 7.8%           |
| standard error:   | 2.08%       | 0.00%            | 8.15%      | 2.68%      | 4.98%      | 0.00%     | 4.57%                      | 2.01%      | 11.79%                    | 2.70%      | 3.20%          |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%             |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%        |

TABLE 105 page 1

**Salespeople: Proportion of Employees By Race: American Indian or Alaska Native**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| AMERICAN INDIAN OR ALASKA NATIVE  |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 1<br>1%     | 0<br>0%          | 1<br>5%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 10% - 24%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 1% - 9%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| none  | 120<br>97%  | 17<br>94%        | 19<br>95%  | 58<br>98%  | 22<br>96%  | 4<br>100% | 41<br>95%                  | 79<br>98%  | 9<br>100%                 | 63<br>98%  | 47<br>94%  |
| mean:   | 0.3%        | 0.0%             | 1.5%       | 0.2%       | 0.0%       | 0.0%      | 0.9%                       | 0.0%       | 0.0%                      | 0.0%       | 0.8%       |
| standard error:   | 0.26%       | 0.00%            | 1.50%      | 0.17%      | 0.00%      | 0.00%     | 0.73%                      | 0.00%      | 0.00%                     | 0.00%      | 0.64%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 106 page 1

**Salespeople: Proportion of Employees By Race: Asian**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| ASIAN   |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 1% - 9%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| none  | 119<br>96%  | 17<br>94%        | 20<br>100% | 57<br>97%  | 21<br>91%  | 4<br>100% | 42<br>98%                  | 77<br>95%  | 9<br>100%                 | 63<br>98%  | 46<br>92%  |
| mean:   | 0.6%        | 0.0%             | 0.0%       | 0.4%       | 2.3%       | 0.0%      | 0.5%                       | 0.6%       | 0.0%                      | 0.0%       | 1.5%       |
| standard error:   | 0.44%       | 0.00%            | 0.00%      | 0.34%      | 2.27%      | 0.00%     | 0.47%                      | 0.63%      | 0.00%                     | 0.00%      | 1.09%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 107 page 1

**Salespeople: Proportion of Employees By Race: Native Hawaiian and Other Pacific Islander**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| NATIVE HAWAIIAN AND OTHER<br>PACIFIC ISLANDER   |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 1<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 1<br>2%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| none  | 119<br>96%  | 17<br>94%        | 20<br>100% | 58<br>98%  | 20<br>87%  | 4<br>100% | 42<br>98%                  | 77<br>95%  | 9<br>100%                 | 62<br>97%  | 47<br>94%  |
| mean:   | 1.1%        | 0.0%             | 0.0%       | 0.0%       | 6.4%       | 0.0%      | 2.3%                       | 0.5%       | 0.0%                      | 1.6%       | 0.8%       |
| standard error:   | 0.88%       | 0.00%            | 0.00%      | 0.00%      | 4.81%      | 0.00%     | 2.33%                      | 0.51%      | 0.00%                     | 1.59%      | 0.82%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 108 page 1

**Salespeople: Proportion of Employees By Race: Other Race**

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |            |               |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|--------------|---------------------------|------------|---------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no           | 2 - 4                     | 5 - 19     | 20+           |
|   | a           | b                | c          | d          | e          | f         | g                          | h            | i                         | j          | k             |
| OTHER RACE  |             |                  |            |            |            |           |                            |              |                           |            |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100%   | 9<br>100%                 | 64<br>100% | 50<br>100%    |
| 100%  | 5<br>4%     | 1<br>6%          | 0<br>0%    | 2<br>3%    | 2<br>9%    | 0<br>0%   | 5<br>12%                   | 0<br>0%<br>g | 1<br>11%                  | 3<br>5%    | 0<br>0%       |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%    | 0<br>0%       |
| 50% - 74%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%      | 0<br>0%                   | 0<br>0%    | 1<br>2%       |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%    | 0<br>0%       |
| 10% - 24%   | 6<br>5%     | 0<br>0%          | 2<br>10%   | 4<br>7%    | 0<br>0%    | 0<br>0%   | 2<br>5%                    | 4<br>5%      | 0<br>0%                   | 1<br>2%    | 5<br>10%<br>j |
| 1% - 9%   | 2<br>2%     | 0<br>0%          | 0<br>0%    | 2<br>3%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 2<br>2%      | 0<br>0%                   | 0<br>0%    | 2<br>4%       |
| none  | 108<br>87%  | 16<br>89%        | 18<br>90%  | 50<br>85%  | 20<br>87%  | 4<br>100% | 36<br>84%                  | 72<br>89%    | 8<br>89%                  | 59<br>92%  | 41<br>82%     |
| mean:   | 5.3%        | 5.9%             | 1.3%       | 5.4%       | 9.1%       | 0.0%      | 12.2%                      | 1.5%<br>g    | 11.1%                     | 5.0%       | 2.7%          |
| standard error:   | 1.85%       | 5.88%            | 0.89%      | 2.52%      | 6.27%      | 0.00%     | 4.93%                      | 0.73%<br>g   | 11.11%                    | 2.71%      | 1.17%         |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%           | 0%                        | 0%         | 0%            |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%      | 0<br>0%                   | 1<br>2%    | 1<br>2%       |

TABLE 109 page 1

### Salespeople: Proportion of Employees By Race: Don't Know

21. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following race classifications?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|----------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no             | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h              | i                         | j          | k          |
| DON'T KNOW  |             |                  |            |            |            |           |                            |                |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100%     | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 4<br>3%     | 0<br>0%          | 1<br>5%    | 2<br>3%    | 0<br>0%    | 1<br>25%  | 0<br>0%                    | 4<br>5%        | 0<br>0%                   | 4<br>6%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%        | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| none  | 117<br>94%  | 17<br>94%        | 19<br>95%  | 56<br>95%  | 22<br>96%  | 3<br>75%  | 43<br>100%                 | 74<br>91%<br>g | 9<br>100%                 | 59<br>92%  | 48<br>96%  |
| mean:   | 3.3%        | 0.0%             | 5.0%       | 3.4%       | 0.0%       | 25.0%     | 0.0%                       | 5.1%<br>g      | 0.0%                      | 6.3%       | 0.0%       |
| standard error:   | 1.62%       | 0.00%            | 5.00%      | 2.38%      | 0.00%      | 25.00%    | 0.00%                      | 2.48%<br>g     | 0.00%                     | 3.10%      | 0.04%<br>j |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%             | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%        | 0<br>0%                   | 1<br>2%    | 1<br>2%    |



TABLE 110 page 1

**Salespeople: Proportion of Employees By Gender: Mean Summary**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL  | -----REGION----- |         |        |        |        | MBE CERTIFIED/<br>ELIGIBLE |        | ---NUMBER OF EMPLOYEES--- |        |        |
|---|--------|------------------|---------|--------|--------|--------|----------------------------|--------|---------------------------|--------|--------|
|   |        | Northeast        | Midwest | South  | West   | Canada | yes                        | no     | 2 - 4                     | 5 - 19 | 20+    |
|   | a      | b                | c       | d      | e      | f      | g                          | h      | i                         | j      | k      |
| MEAN SUMMARY  |        |                  |         |        |        |        |                            |        |                           |        |        |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member answering<br>(fill-in answers) |        |                  |         |        |        |        |                            |        |                           |        |        |
| male  | 85.4%  | 84.1%            | 79.4%   | 84.7%  | 95.5%  | 75.0%  | 81.5%                      | 87.5%  | 94.4%                     | 81.8%  | 88.0%  |
| female  | 13.0%  | 15.9%            | 15.6%   | 15.3%  | 4.5%   | 0.0%   | 18.5%                      | 10.0%  | 5.6%                      | 15.0%  | 12.0%  |
| transgender   | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.0%   | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%   | 0.0%   |
| non-binary/no gender  | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.0%   | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%   | 0.0%   |
| other   | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.0%   | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%   | 0.0%   |
| don't know  | 1.6%   | 0.0%             | 5.0%    | 0.0%   | 0.0%   | 25.0%  | 0.0%                       | 2.5%   | 0.0%                      | 3.2%   | 0.0%   |
| TOTAL =   | 100.0% | 100.0%           | 100.0%  | 100.0% | 100.0% | 100.0% | 100.0%                     | 100.0% | 100.0%                    | 100.0% | 100.0% |

TABLE 111 page 1

**Salespeople: Proportion of Employees By Gender: Male**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |                |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|----------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+            |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k              |
| MALE  |             |                  |            |            |            |           |                            |            |                           |            |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100%     |
| 100%  | 85<br>69%   | 12<br>67%        | 12<br>60%  | 38<br>64%  | 20<br>87%  | 3<br>75%  | 27<br>63%                  | 58<br>72%  | 8<br>89%                  | 46<br>72%  | 30<br>60%      |
| 75% - 99%   | 14<br>11%   | 3<br>17%         | 3<br>15%   | 8<br>14%   | 0<br>0%    | 0<br>0%   | 5<br>12%                   | 9<br>11%   | 0<br>0%                   | 2<br>3%    | 12<br>24%<br>j |
| 50% - 74%   | 14<br>11%   | 0<br>0%          | 2<br>10%   | 10<br>17%  | 2<br>9%    | 0<br>0%   | 7<br>16%                   | 7<br>9%    | 1<br>11%                  | 7<br>11%   | 6<br>12%       |
| 25% - 49%   | 1<br>1%     | 0<br>0%          | 1<br>5%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 1<br>2%    | 0<br>0%        |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%        |
| 1% - 9%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%        |
| none  | 8<br>6%     | 2<br>11%         | 2<br>10%   | 3<br>5%    | 0<br>0%    | 1<br>25%  | 3<br>7%                    | 5<br>6%    | 0<br>0%                   | 7<br>11%   | 1<br>2%        |
| mean:   | 85.4%       | 84.1%            | 79.4%      | 84.7%      | 95.5%      | 75.0%     | 81.5%                      | 87.5%      | 94.4%                     | 81.8%      | 88.0%          |
| standard error:   | 2.55%       | 7.99%            | 7.56%      | 3.48%      | 3.14%      | 25.00%    | 4.60%                      | 3.03%      | 5.56%                     | 4.28%      | 2.91%          |
| median:   | 100%        | 100%             | 100%       | 100%       | 100%       | 100%      | 100%                       | 100%       | 100%                      | 100%       | 100%           |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%        |

TABLE 112 page 1

**Salespeople: Proportion of Employees By Gender: Female**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |               |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|---------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+           |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k             |
| FEMALE  |             |                  |            |            |            |           |                            |            |                           |            |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100%    |
| 100%  | 6<br>5%     | 2<br>11%         | 1<br>5%    | 3<br>5%    | 0<br>0%    | 0<br>0%   | 3<br>7%                    | 3<br>4%    | 0<br>0%                   | 5<br>8%    | 1<br>2%       |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%       |
| 50% - 74%   | 12<br>10%   | 0<br>0%          | 3<br>15%   | 7<br>12%   | 2<br>9%    | 0<br>0%   | 7<br>16%                   | 5<br>6%    | 1<br>11%                  | 8<br>13%   | 3<br>6%       |
| 25% - 49%   | 9<br>7%     | 2<br>11%         | 0<br>0%    | 7<br>12%   | 0<br>0%    | 0<br>0%   | 3<br>7%                    | 6<br>7%    | 0<br>0%                   | 0<br>0%    | 9<br>18%<br>j |
| 10% - 24%   | 6<br>5%     | 1<br>6%          | 3<br>15%   | 2<br>3%    | 0<br>0%    | 0<br>0%   | 3<br>7%                    | 3<br>4%    | 0<br>0%                   | 2<br>3%    | 4<br>8%       |
| 1% - 9%   | 2<br>2%     | 0<br>0%          | 0<br>0%    | 2<br>3%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 0<br>0%    | 2<br>4%       |
| none  | 87<br>70%   | 12<br>67%        | 13<br>65%  | 38<br>64%  | 20<br>87%  | 4<br>100% | 27<br>63%                  | 60<br>74%  | 8<br>89%                  | 48<br>75%  | 30<br>60%     |
| mean:   | 13.0%       | 15.9%            | 15.6%      | 15.3%      | 4.5%       | 0.0%      | 18.5%                      | 10.0%      | 5.6%                      | 15.0%      | 12.0%         |
| standard error:   | 2.35%       | 7.99%            | 6.36%      | 3.48%      | 3.14%      | 0.00%     | 4.60%                      | 2.59%      | 5.56%                     | 3.86%      | 2.91%         |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%            |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%       |

TABLE 113 page 1

**Salespeople: Proportion of Employees By Gender: Transgender**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| TRANSGENDER   |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| none  | 122<br>98%  | 17<br>94%        | 20<br>100% | 59<br>100% | 22<br>96%  | 4<br>100% | 43<br>100%                 | 79<br>98%  | 9<br>100%                 | 63<br>98%  | 49<br>98%  |
| mean:   | 0.0%        | 0.0%             | 0.0%       | 0.0%       | 0.0%       | 0.0%      | 0.0%                       | 0.0%       | 0.0%                      | 0.0%       | 0.0%       |
| standard error:   | 0.00%       | 0.00%            | 0.00%      | 0.00%      | 0.00%      | 0.00%     | 0.00%                      | 0.00%      | 0.00%                     | 0.00%      | 0.00%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 114 page 1

**Salespeople: Proportion of Employees By Gender: Non-Binary/No Gender**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| NON-BINARY/NO GENDER  |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| none  | 122<br>98%  | 17<br>94%        | 20<br>100% | 59<br>100% | 22<br>96%  | 4<br>100% | 43<br>100%                 | 79<br>98%  | 9<br>100%                 | 63<br>98%  | 49<br>98%  |
| mean:   | 0.0%        | 0.0%             | 0.0%       | 0.0%       | 0.0%       | 0.0%      | 0.0%                       | 0.0%       | 0.0%                      | 0.0%       | 0.0%       |
| standard error:   | 0.00%       | 0.00%            | 0.00%      | 0.00%      | 0.00%      | 0.00%     | 0.00%                      | 0.00%      | 0.00%                     | 0.00%      | 0.00%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 115 page 1

**Salespeople: Proportion of Employees By Gender: Other**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| OTHER   |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| none  | 122<br>98%  | 17<br>94%        | 20<br>100% | 59<br>100% | 22<br>96%  | 4<br>100% | 43<br>100%                 | 79<br>98%  | 9<br>100%                 | 63<br>98%  | 49<br>98%  |
| mean:   | 0.0%        | 0.0%             | 0.0%       | 0.0%       | 0.0%       | 0.0%      | 0.0%                       | 0.0%       | 0.0%                      | 0.0%       | 0.0%       |
| standard error:   | 0.00%       | 0.00%            | 0.00%      | 0.00%      | 0.00%      | 0.00%     | 0.00%                      | 0.00%      | 0.00%                     | 0.00%      | 0.00%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 116 page 1

**Salespeople: Proportion of Employees By Gender: Don't Know**

22. Approximately what percentage of your company's salespeople (full and part-time) identify with each of these genders?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| DONT KNOW   |             |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 2<br>2%     | 0<br>0%          | 1<br>5%    | 0<br>0%    | 0<br>0%    | 1<br>25%  | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 2<br>3%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| none  | 120<br>97%  | 17<br>94%        | 19<br>95%  | 59<br>100% | 22<br>96%  | 3<br>75%  | 43<br>100%                 | 77<br>95%  | 9<br>100%                 | 61<br>95%  | 49<br>98%  |
| mean:   | 1.6%        | 0.0%             | 5.0%       | 0.0%       | 0.0%       | 25.0%     | 0.0%                       | 2.5%       | 0.0%                      | 3.2%       | 0.0%       |
| standard error:   | 1.15%       | 0.00%            | 5.00%      | 0.00%      | 0.00%      | 25.00%    | 0.00%                      | 1.78%      | 0.00%                     | 2.23%      | 0.00%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 2<br>2%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 1<br>2%    | 1<br>2%    |

TABLE 117 page 1

**Salespeople: Proportion of Employees By Age: Mean Summary**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL  | -----REGION----- |         |        |        |        | MBE CERTIFIED/<br>ELIGIBLE |        | ---NUMBER OF EMPLOYEES--- |        |        |
|---|--------|------------------|---------|--------|--------|--------|----------------------------|--------|---------------------------|--------|--------|
|   |        | Northeast        | Midwest | South  | West   | Canada | yes                        | no     | 2 - 4                     | 5 - 19 | 20+    |
|   | a      | b                | c       | d      | e      | f      | g                          | h      | i                         | j      | k      |
| MEAN SUMMARY  |        |                  |         |        |        |        |                            |        |                           |        |        |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member seeing the<br>corrected version answering<br>(fill-in answers) |        |                  |         |        |        |        |                            |        |                           |        |        |
| 65 or older   | 5.7%   | 5.9%             | 15.3%   | 2.4%   | 4.4%   | 0.0%   | 4.6%                       | 6.4%   | 16.7%                     | 8.2%   | 1.2%   |
| 55 - 64   | 20.0%  | 40.3%            | 19.3%   | 11.9%  | 11.9%  | 66.7%  | 15.8%                      | 22.4%  | 25.0%                     | 23.8%  | 15.1%  |
| 45 - 54   | 24.6%  | 29.8%            | 11.5%   | 30.3%  | 23.8%  | 0.0%   | 31.1%                      | 21.0%  | 33.3%                     | 22.3%  | 26.8%  |
| 35 - 44   | 29.9%  | 13.5%            | 34.8%   | 33.0%  | 39.4%  | 0.0%   | 30.6%                      | 29.5%  | 16.7%                     | 26.6%  | 34.2%  |
| 25 - 34   | 13.0%  | 4.6%             | 8.9%    | 15.0%  | 17.5%  | 33.3%  | 9.6%                       | 14.9%  | 0.0%                      | 10.6%  | 18.2%  |
| under 25  | 3.6%   | 0.0%             | 4.6%    | 5.1%   | 3.1%   | 0.0%   | 5.5%                       | 2.5%   | 8.3%                      | 4.3%   | 2.1%   |
| don't know  | 3.1%   | 5.9%             | 5.6%    | 2.4%   | 0.0%   | 0.0%   | 2.9%                       | 3.3%   | 0.0%                      | 4.1%   | 2.5%   |
| TOTAL =   | 100.0% | 100.0%           | 100.0%  | 100.0% | 100.0% | 100.0% | 100.0%                     | 100.0% | 100.0%                    | 100.0% | 100.0% |



TABLE 118 page 1

**Salespeople: Proportion of Employees By Age: Under 25**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |               |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|---------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+           |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k             |
| UNDER 25  |            |                  |            |            |            |           |                            |            |                           |            |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100%    |
| 100%  | 1<br>1%    | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 0<br>0%    | 0<br>0%                   | 1<br>2%    | 0<br>0%       |
| 75% - 99%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%       |
| 50% - 74%   | 2<br>2%    | 0<br>0%          | 1<br>6%    | 0<br>0%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 1<br>2%    | 1<br>17%                  | 1<br>2%    | 0<br>0%       |
| 25% - 49%   | 3<br>3%    | 0<br>0%          | 1<br>6%    | 2<br>5%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 2<br>4%    | 1<br>2%       |
| 10% - 24%   | 2<br>2%    | 0<br>0%          | 0<br>0%    | 2<br>5%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 1<br>2%    | 0<br>0%                   | 0<br>0%    | 2<br>5%       |
| 1% - 9%   | 4<br>4%    | 0<br>0%          | 0<br>0%    | 4<br>9%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 4<br>6%    | 0<br>0%                   | 0<br>0%    | 4<br>10%<br>j |
| none  | 84<br>85%  | 17<br>94%        | 16<br>89%  | 33<br>77%  | 15<br>88%  | 3<br>100% | 31<br>86%                  | 53<br>84%  | 5<br>83%                  | 45<br>90%  | 33<br>79%     |
| mean:   | 3.6%       | 0.0%             | 4.6%       | 5.1%       | 3.1%       | 0.0%      | 5.5%                       | 2.5%       | 8.3%                      | 4.3%       | 2.1%          |
| standard error:   | 1.37%      | 0.00%            | 3.24%      | 2.55%      | 3.13%      | 0.00%     | 3.26%                      | 1.08%      | 8.33%                     | 2.40%      | 0.87%         |
| median:   | 0%         | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%            |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%       |

TABLE 119 page 1

**Salespeople: Proportion of Employees By Age: 25 - 34**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |                |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|----------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+            |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k              |
| 25 - 34   |            |                  |            |            |            |           |                            |            |                           |            |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100%     |
| 100%  | 5<br>5%    | 0<br>0%          | 1<br>6%    | 1<br>2%    | 2<br>12%   | 1<br>33%  | 1<br>3%                    | 4<br>6%    | 0<br>0%                   | 4<br>8%    | 1<br>2%        |
| 75% - 99%   | 1<br>1%    | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 1<br>2%        |
| 50% - 74%   | 6<br>6%    | 0<br>0%          | 1<br>6%    | 4<br>9%    | 1<br>6%    | 0<br>0%   | 0<br>0%                    | 6<br>10%   | 0<br>0%                   | 2<br>4%    | 4<br>10%       |
| 25% - 49%   | 6<br>6%    | 2<br>11%         | 0<br>0%    | 4<br>9%    | 0<br>0%    | 0<br>0%   | 2<br>6%                    | 4<br>6%    | 0<br>0%                   | 0<br>0%    | 6<br>14%<br>j  |
| 10% - 24%   | 9<br>9%    | 1<br>6%          | 1<br>6%    | 5<br>12%   | 2<br>12%   | 0<br>0%   | 5<br>14%                   | 4<br>6%    | 0<br>0%                   | 1<br>2%    | 8<br>19%<br>j  |
| 1% - 9%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%        |
| none  | 69<br>70%  | 14<br>78%        | 15<br>83%  | 27<br>63%  | 11<br>65%  | 2<br>67%  | 26<br>72%                  | 43<br>68%  | 6<br>100%                 | 42<br>84%  | 20<br>48%<br>j |
| mean:   | 13.0%      | 4.6%             | 8.9%       | 15.0%      | 17.5%      | 33.3%     | 9.6%                       | 14.9%      | 0.0%                      | 10.6%      | 18.2%          |
| standard error:   | 2.70%      | 2.54%            | 6.04%      | 3.87%      | 8.68%      | 33.33%    | 3.75%                      | 3.67%      | 0.00%                     | 4.12%      | 3.95%          |
| median:   | 0%         | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 5%             |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%        |

TABLE 120 page 1

**Salespeople: Proportion of Employees By Age: 35 - 44**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |                |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|----------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+            |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k              |
| 35 - 44   |            |                  |            |            |            |           |                            |            |                           |            |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100%     |
| 100%  | 17<br>17%  | 1<br>6%          | 4<br>22%   | 8<br>19%   | 4<br>24%   | 0<br>0%   | 6<br>17%                   | 11<br>17%  | 1<br>17%                  | 9<br>18%   | 6<br>14%       |
| 75% - 99%   | 6<br>6%    | 1<br>6%          | 2<br>11%   | 2<br>5%    | 1<br>6%    | 0<br>0%   | 4<br>11%                   | 2<br>3%    | 0<br>0%                   | 2<br>4%    | 4<br>10%       |
| 50% - 74%   | 7<br>7%    | 1<br>6%          | 0<br>0%    | 4<br>9%    | 2<br>12%   | 0<br>0%   | 2<br>6%                    | 5<br>8%    | 0<br>0%                   | 5<br>10%   | 2<br>5%        |
| 25% - 49%   | 6<br>6%    | 0<br>0%          | 1<br>6%    | 4<br>9%    | 1<br>6%    | 0<br>0%   | 0<br>0%                    | 6<br>10%   | 0<br>0%                   | 0<br>0%    | 6<br>14%<br>j  |
| 10% - 24%   | 5<br>5%    | 0<br>0%          | 1<br>6%    | 3<br>7%    | 1<br>6%    | 0<br>0%   | 2<br>6%                    | 3<br>5%    | 0<br>0%                   | 0<br>0%    | 5<br>12%<br>j  |
| 1% - 9%   | 1<br>1%    | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>2%    | 0<br>0%                   | 0<br>0%    | 1<br>2%        |
| none  | 54<br>55%  | 14<br>78%        | 10<br>56%  | 20<br>47%  | 7<br>41%   | 3<br>100% | 21<br>58%                  | 33<br>52%  | 5<br>83%                  | 33<br>66%  | 16<br>38%<br>j |
| mean:   | 29.9%      | 13.5%            | 34.8%      | 33.0%      | 39.4%      | 0.0%      | 30.6%                      | 29.5%      | 16.7%                     | 26.6%      | 34.2%          |
| standard error:   | 4.11%      | 7.62%            | 10.68%     | 6.19%      | 10.78%     | 0.00%     | 7.13%                      | 5.06%      | 16.67%                    | 5.82%      | 6.14%          |
| median:   | 0%         | 0%               | 0%         | 14%        | 25%        | 0%        | 0%                         | 0%         | 0%                        | 0%         | 20%            |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%        |

TABLE 121 page 1

**Salespeople: Proportion of Employees By Age: 45 - 54**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |                |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|----------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+            |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k              |
| 45 - 54   |            |                  |            |            |            |           |                            |            |                           |            |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100%     |
| 100%  | 13<br>13%  | 2<br>11%         | 0<br>0%    | 8<br>19%   | 3<br>18%   | 0<br>0%   | 7<br>19%                   | 6<br>10%   | 2<br>33%                  | 8<br>16%   | 3<br>7%        |
| 75% - 99%   | 1<br>1%    | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>2%    | 0<br>0%                   | 0<br>0%    | 1<br>2%        |
| 50% - 74%   | 10<br>10%  | 4<br>22%         | 2<br>11%   | 4<br>9%    | 0<br>0%    | 0<br>0%   | 5<br>14%                   | 5<br>8%    | 0<br>0%                   | 5<br>10%   | 5<br>12%       |
| 25% - 49%   | 10<br>10%  | 2<br>11%         | 2<br>11%   | 4<br>9%    | 2<br>12%   | 0<br>0%   | 3<br>8%                    | 7<br>11%   | 0<br>0%                   | 1<br>2%    | 9<br>21%<br>j  |
| 10% - 24%   | 4<br>4%    | 0<br>0%          | 1<br>6%    | 2<br>5%    | 1<br>6%    | 0<br>0%   | 0<br>0%                    | 4<br>6%    | 0<br>0%                   | 0<br>0%    | 4<br>10%<br>j  |
| 1% - 9%   | 1<br>1%    | 0<br>0%          | 0<br>0%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>2%    | 0<br>0%                   | 0<br>0%    | 1<br>2%        |
| none  | 57<br>58%  | 9<br>50%         | 13<br>72%  | 22<br>51%  | 10<br>59%  | 3<br>100% | 20<br>56%                  | 37<br>59%  | 4<br>67%                  | 35<br>70%  | 17<br>40%<br>j |
| mean:   | 24.6%      | 29.8%            | 11.5%      | 30.3%      | 23.8%      | 0.0%      | 31.1%                      | 21.0%      | 33.3%                     | 22.3%      | 26.8%          |
| standard error:   | 3.66%      | 8.77%            | 4.78%      | 6.09%      | 9.91%      | 0.00%     | 6.84%                      | 4.18%      | 21.08%                    | 5.47%      | 4.86%          |
| median:   | 0%         | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 20%            |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%        |

TABLE 122 page 1

**Salespeople: Proportion of Employees By Age: 55 - 64**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |               |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|---------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+           |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k             |
| 55 - 64   |            |                  |            |            |            |           |                            |            |                           |            |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100%    |
| 100%  | 10<br>10%  | 4<br>22%         | 1<br>6%    | 2<br>5%    | 1<br>6%    | 2<br>67%  | 2<br>6%                    | 8<br>13%   | 1<br>17%                  | 9<br>18%   | 0<br>0%<br>j  |
| 75% - 99%   | 2<br>2%    | 1<br>6%          | 1<br>6%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 1<br>2%    | 0<br>0%                   | 0<br>0%    | 2<br>5%       |
| 50% - 74%   | 7<br>7%    | 4<br>22%         | 0<br>0%    | 2<br>5%    | 1<br>6%    | 0<br>0%   | 3<br>8%                    | 4<br>6%    | 1<br>17%                  | 3<br>6%    | 3<br>7%       |
| 25% - 49%   | 7<br>7%    | 0<br>0%          | 4<br>22%   | 3<br>7%    | 0<br>0%    | 0<br>0%   | 3<br>8%                    | 4<br>6%    | 0<br>0%                   | 3<br>6%    | 4<br>10%      |
| 10% - 24%   | 8<br>8%    | 0<br>0%          | 1<br>6%    | 5<br>12%   | 2<br>12%   | 0<br>0%   | 2<br>6%                    | 6<br>10%   | 0<br>0%                   | 0<br>0%    | 8<br>19%<br>j |
| 1% - 9%   | 2<br>2%    | 1<br>6%          | 1<br>6%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 2<br>3%    | 0<br>0%                   | 0<br>0%    | 2<br>5%       |
| none  | 60<br>61%  | 7<br>39%         | 10<br>56%  | 30<br>70%  | 12<br>71%  | 1<br>33%  | 24<br>67%                  | 36<br>57%  | 4<br>67%                  | 34<br>68%  | 21<br>50%     |
| mean:   | 20.0%      | 40.3%            | 19.3%      | 11.9%      | 11.9%      | 66.7%     | 15.8%                      | 22.4%      | 25.0%                     | 23.8%      | 15.1%         |
| standard error:   | 3.42%      | 10.25%           | 7.44%      | 3.88%      | 6.78%      | 33.33%    | 5.00%                      | 4.55%      | 17.08%                    | 5.66%      | 3.60%         |
| median:   | 0%         | 50%              | 0%         | 0%         | 0%         | 100%      | 0%                         | 0%         | 0%                        | 0%         | 0%            |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%       |

TABLE 123 page 1

**Salespeople: Proportion of Employees By Age: 65 or Older**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| 65 OR OLDER   |            |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100% |
| 100%  | 4<br>4%    | 1<br>6%          | 2<br>11%   | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 3<br>5%    | 1<br>17%                  | 3<br>6%    | 0<br>0%    |
| 75% - 99%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 2<br>2%    | 0<br>0%          | 1<br>6%    | 0<br>0%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 1<br>2%    | 0<br>0%                   | 2<br>4%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 2<br>2%    | 0<br>0%          | 1<br>6%    | 0<br>0%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 1<br>2%    | 0<br>0%                   | 0<br>0%    | 2<br>5%    |
| 1% - 9%   | 3<br>3%    | 0<br>0%          | 2<br>11%   | 1<br>2%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 3<br>5%    | 0<br>0%                   | 0<br>0%    | 3<br>7%    |
| none  | 85<br>86%  | 16<br>89%        | 12<br>67%  | 40<br>93%  | 14<br>82%  | 3<br>100% | 32<br>89%                  | 53<br>84%  | 5<br>83%                  | 44<br>88%  | 35<br>83%  |
| mean:   | 5.7%       | 5.9%             | 15.3%      | 2.4%       | 4.4%       | 0.0%      | 4.6%                       | 6.4%       | 16.7%                     | 8.2%       | 1.2%       |
| standard error:   | 2.16%      | 5.88%            | 7.77%      | 2.38%      | 3.29%      | 0.00%     | 3.16%                      | 2.89%      | 16.67%                    | 3.67%      | 0.61%      |
| median:   | 0%         | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%    |

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**Salespeople: Proportion of Employees By Age: Don't Know**

23. Approximately what percentage of your company's salespeople (full and part-time) fall within each of the following age ranges?

|   | TOTAL      | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |            | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a          | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| DONT KNOW   |            |                  |            |            |            |           |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>seeing the corrected version<br>(fill-in answers) | 99<br>100% | 18<br>100%       | 18<br>100% | 43<br>100% | 17<br>100% | 3<br>100% | 36<br>100%                 | 63<br>100% | 6<br>100%                 | 50<br>100% | 42<br>100% |
| 100%  | 3<br>3%    | 1<br>6%          | 1<br>6%    | 1<br>2%    | 0<br>0%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 2<br>4%    | 1<br>2%    |
| 75% - 99%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 1% - 9%   | 0<br>0%    | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| none  | 93<br>94%  | 16<br>89%        | 17<br>94%  | 41<br>95%  | 16<br>94%  | 3<br>100% | 34<br>94%                  | 59<br>94%  | 6<br>100%                 | 47<br>94%  | 39<br>93%  |
| mean:   | 3.1%       | 5.9%             | 5.6%       | 2.4%       | 0.0%       | 0.0%      | 2.9%                       | 3.3%       | 0.0%                      | 4.1%       | 2.5%       |
| standard error:   | 1.79%      | 5.88%            | 5.56%      | 2.38%      | 0.00%      | 0.00%     | 2.86%                      | 2.30%      | 0.00%                     | 2.86%      | 2.50%      |
| median:   | 0%         | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 3<br>3%    | 1<br>6%          | 0<br>0%    | 1<br>2%    | 1<br>6%    | 0<br>0%   | 1<br>3%                    | 2<br>3%    | 0<br>0%                   | 1<br>2%    | 2<br>5%    |

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### Salespeople: Proportion of Employees Who Are Veterans

24. Approximately what percentage of your company's salespeople (full and part-time) are veterans?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |               |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|---------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+           |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100%    |
| 100%  | 9<br>7%     | 1<br>6%          | 3<br>15%   | 3<br>5%    | 2<br>9%    | 0<br>0%   | 4<br>9%                    | 5<br>6%    | 2<br>22%                  | 6<br>9%    | 1<br>2%       |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%       |
| 50% - 74%   | 1<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 1<br>25%  | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 1<br>2%    | 0<br>0%       |
| 25% - 49%   | 3<br>2%     | 1<br>6%          | 0<br>0%    | 2<br>3%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 2<br>2%    | 0<br>0%                   | 0<br>0%    | 3<br>6%<br>j  |
| 10% - 24%   | 5<br>4%     | 0<br>0%          | 2<br>10%   | 2<br>3%    | 1<br>4%    | 0<br>0%   | 2<br>5%                    | 3<br>4%    | 0<br>0%                   | 2<br>3%    | 3<br>6%       |
| 1% - 9%   | 6<br>5%     | 1<br>6%          | 2<br>10%   | 2<br>3%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 6<br>7%    | 0<br>0%                   | 0<br>0%    | 6<br>12%<br>j |
| none  | 96<br>77%   | 15<br>83%        | 12<br>60%  | 48<br>81%  | 18<br>78%  | 3<br>75%  | 34<br>79%                  | 62<br>77%  | 7<br>78%                  | 53<br>83%  | 35<br>70%     |
| mean:   | 9.5%        | 7.7%             | 17.7%      | 6.8%       | 9.8%       | 15.0%     | 11.0%                      | 8.6%       | 22.2%                     | 11.1%      | 5.1%          |
| standard error:   | 2.46%       | 5.73%            | 8.47%      | 3.03%      | 6.25%      | 15.00%    | 4.70%                      | 2.85%      | 14.70%                    | 3.86%      | 2.30%         |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%            |
| no answer   | 4<br>3%     | 0<br>0%          | 1<br>5%    | 2<br>3%    | 1<br>4%    | 0<br>0%   | 2<br>5%                    | 2<br>2%    | 0<br>0%                   | 2<br>3%    | 4<br>4%       |



TABLE 126 page 1

**Salespeople: Proportion of Employees Who Have a Disability**

25. Approximately what percentage of your company's salespeople (full and part-time) have a disability?

|   | TOTAL       | -----REGION----- |            |            |            |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|---|-------------|------------------|------------|------------|------------|-----------|----------------------------|------------|---------------------------|------------|------------|
|   |             | Northeast        | Midwest    | South      | West       | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|   | a           | b                | c          | d          | e          | f         | g                          | h          | i                         | j          | k          |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>sales staff member<br>(fill-in answers) | 124<br>100% | 18<br>100%       | 20<br>100% | 59<br>100% | 23<br>100% | 4<br>100% | 43<br>100%                 | 81<br>100% | 9<br>100%                 | 64<br>100% | 50<br>100% |
| 100%  | 1<br>1%     | 1<br>6%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 1<br>2%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 1<br>2%    |
| 75% - 99%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 50% - 74%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 25% - 49%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%    |
| 10% - 24%   | 1<br>1%     | 0<br>0%          | 1<br>5%    | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%                    | 1<br>1%    | 0<br>0%                   | 1<br>2%    | 0<br>0%    |
| 1% - 9%   | 2<br>2%     | 0<br>0%          | 1<br>5%    | 0<br>0%    | 1<br>4%    | 0<br>0%   | 0<br>0%                    | 2<br>2%    | 0<br>0%                   | 0<br>0%    | 2<br>4%    |
| none  | 115<br>93%  | 17<br>94%        | 18<br>90%  | 55<br>93%  | 21<br>91%  | 4<br>100% | 41<br>95%                  | 74<br>91%  | 9<br>100%                 | 61<br>95%  | 44<br>88%  |
| mean:   | 1.1%        | 5.6%             | 1.3%       | 0.0%       | 0.0%       | 0.0%      | 2.4%                       | 0.3%       | 0.0%                      | 0.3%       | 2.3%       |
| standard error:   | 0.86%       | 5.56%            | 1.02%      | 0.00%      | 0.05%      | 0.00%     | 2.38%                      | 0.27%      | 0.00%                     | 0.32%      | 2.13%      |
| median:   | 0%          | 0%               | 0%         | 0%         | 0%         | 0%        | 0%                         | 0%         | 0%                        | 0%         | 0%         |
| no answer   | 5<br>4%     | 0<br>0%          | 0<br>0%    | 4<br>7%    | 1<br>4%    | 0<br>0%   | 1<br>2%                    | 4<br>5%    | 0<br>0%                   | 2<br>3%    | 3<br>6%    |

TABLE 127 page 1

### Technicians: Proportion of Employees By Race: Mean Summary

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL  | -----REGION----- |           |           |              |             | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|--|--------|------------------|-----------|-----------|--------------|-------------|----------------------------|------------|---------------------------|------------|------------|
|  |        | Northeast        | Midwest   | South     | West         | Canada      | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|  | a      | b                | c         | d         | e            | f           | g                          | h          | i                         | j          | k          |
| MEAN SUMMARY   |        |                  |           |           |              |             |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff answering<br>(fill-in answers) |        |                  |           |           |              |             |                            |            |                           |            |            |
| White  | 73.4%  | 77.3%            | 79.7%     | 73.8%     | 59.3%<br>bcd | 80.4%<br>e  | 61.1%                      | 78.6%<br>g | 78.0%                     | 71.5%      | 66.2%      |
| Black or African American  | 7.6%   | 9.0%             | 8.7%      | 10.9%     | 2.8%<br>bd   | 0.4%<br>bcd | 11.0%                      | 6.2%       | 3.0%                      | 10.0%<br>i | 13.0%<br>i |
| Asian  | 2.2%   | 1.6%             | 0.2%      | 2.1%      | 2.3%         | 7.1%        | 4.4%                       | 1.2%       | 3.0%                      | 1.2%       | 2.0%       |
| American Indian or Alaska Native   | 0.9%   | 0.0%             | 0.2%      | 0.8%<br>b | 2.7%         | 0.3%        | 1.0%                       | 0.8%       | 1.2%                      | 0.9%       | 0.2%       |
| Native Hawaiian and other<br>Pacific Islander  | 0.8%   | 0.1%             | 0.2%      | 0.0%      | 3.8%<br>d    | 0.0%<br>e   | 1.5%                       | 0.5%       | 1.3%                      | 0.4%       | 0.9%       |
| other race   | 5.1%   | 7.6%             | 0.9%<br>b | 4.9%<br>c | 8.7%<br>c    | 1.0%<br>bde | 7.6%                       | 4.0%       | 3.5%                      | 6.6%       | 6.0%       |
| mixed race (two or more races)   | 7.7%   | 2.9%             | 6.0%      | 5.4%      | 20.1%<br>bcd | 4.4%<br>e   | 12.3%                      | 5.8%<br>g  | 8.3%                      | 6.9%       | 9.7%       |
| don't know   | 2.3%   | 1.6%             | 4.2%      | 1.9%      | 0.3%         | 6.5%        | 1.1%                       | 2.9%       | 1.7%                      | 2.5%       | 2.1%       |
| TOTAL =  | 100.0% | 100.0%           | 100.0%    | 100.0%    | 100.0%       | 100.0%      | 100.0%                     | 100.0%     | 100.0%                    | 100.0%     | 100.0%     |

TABLE 128 page 1

### Technicians: Proportion of Employees By Race: Mixed Race

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |             |             |                  |                | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|-------------|-------------|------------------|----------------|----------------------------|--------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest     | South       | West             | Canada         | yes                        | no           | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c           | d           | e                | f              | g                          | h            | i                         | j            | k               |
| MIXED RACE (TWO OR MORE RACES)   |             |                  |             |             |                  |                |                            |              |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100%  | 130<br>100% | 69<br>100%       | 31<br>100%     | 104<br>100%                | 255<br>100%  | 120<br>100%               | 154<br>100%  | 61<br>100%      |
| 100%   | 17<br>5%    | 1<br>2%          | 3<br>5%     | 3<br>2%     | 9<br>13%<br>bd   | 1<br>3%        | 9<br>9%                    | 8<br>3%<br>g | 7<br>6%                   | 6<br>4%      | 3<br>5%         |
| 75% - 99%  | 3<br>1%     | 0<br>0%          | 0<br>0%     | 1<br>1%     | 2<br>3%          | 0<br>0%        | 1<br>1%                    | 2<br>1%      | 1<br>1%                   | 1<br>1%      | 1<br>2%         |
| 50% - 74%  | 6<br>2%     | 1<br>2%          | 0<br>0%     | 2<br>2%     | 3<br>4%          | 0<br>0%        | 3<br>3%                    | 3<br>1%      | 3<br>3%                   | 2<br>1%      | 1<br>2%         |
| 25% - 49%  | 8<br>2%     | 0<br>0%          | 1<br>2%     | 4<br>3%     | 3<br>4%          | 0<br>0%        | 2<br>2%                    | 6<br>2%      | 1<br>1%                   | 5<br>3%      | 2<br>3%         |
| 10% - 24%  | 13<br>4%    | 2<br>3%          | 2<br>3%     | 5<br>4%     | 2<br>3%          | 2<br>6%        | 5<br>5%                    | 8<br>3%      | 0<br>0%                   | 9<br>6%<br>i | 4<br>7%<br>i    |
| 1% - 9%  | 11<br>3%    | 3<br>5%          | 2<br>3%     | 4<br>3%     | 1<br>1%          | 1<br>3%        | 1<br>1%                    | 10<br>4%     | 0<br>0%                   | 2<br>1%      | 9<br>15%<br>ij  |
| none   | 287<br>80%  | 57<br>88%        | 52<br>83%   | 104<br>80%  | 46<br>67%<br>bcd | 27<br>87%<br>e | 81<br>78%                  | 206<br>81%   | 103<br>86%                | 126<br>82%   | 40<br>66%<br>ij |
| mean:  | 7.7%        | 2.9%             | 6.0%        | 5.4%        | 20.1%<br>bcd     | 4.4%<br>e      | 12.3%                      | 5.8%<br>g    | 8.3%                      | 6.9%         | 9.7%            |
| standard error:<br>median:   | 1.27%<br>0% | 1.74%<br>0%      | 2.86%<br>0% | 1.66%<br>0% | 4.51%<br>0%      | 3.27%<br>0%    | 2.96%<br>0%                | 1.30%<br>0%  | 2.41%<br>0%               | 1.75%<br>0%  | 3.25%<br>0%     |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%     | 7<br>5%     | 3<br>4%          | 0<br>0%        | 2<br>2%                    | 12<br>5%     | 5<br>4%                   | 3<br>2%      | 1<br>2%         |

TABLE 129 page 1

### Technicians: Proportion of Employees By Race: White

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL        | -----REGION----- |               |                |                 |                 | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|--------------|------------------|---------------|----------------|-----------------|-----------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |              | Northeast        | Midwest       | South          | West            | Canada          | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a            | b                | c             | d              | e               | f               | g                          | h               | i                         | j              | k               |
| WHITE  |              |                  |               |                |                 |                 |                            |                 |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100%  | 65<br>100%       | 63<br>100%    | 130<br>100%    | 69<br>100%      | 31<br>100%      | 104<br>100%                | 255<br>100%     | 120<br>100%               | 154<br>100%    | 61<br>100%      |
| 100%   | 161<br>45%   | 36<br>55%        | 32<br>51%     | 50<br>38%<br>b | 22<br>32%<br>bc | 20<br>65%<br>de | 35<br>34%                  | 126<br>49%<br>g | 83<br>69%                 | 58<br>38%<br>i | 5<br>8%<br>ij   |
| 75% - 99%  | 66<br>18%    | 9<br>14%         | 14<br>22%     | 30<br>23%      | 9<br>13%        | 4<br>13%        | 18<br>17%                  | 48<br>19%       | 1<br>1%                   | 38<br>25%<br>i | 26<br>43%<br>ij |
| 50% - 74%  | 51<br>14%    | 9<br>14%         | 6<br>10%      | 21<br>16%      | 13<br>19%       | 2<br>6%         | 16<br>15%                  | 35<br>14%       | 11<br>9%                  | 26<br>17%      | 14<br>23%<br>i  |
| 25% - 49%  | 16<br>4%     | 1<br>2%          | 0<br>0%       | 9<br>7%<br>c   | 5<br>7%<br>c    | 1<br>3%         | 7<br>7%                    | 9<br>4%         | 1<br>1%                   | 7<br>5%        | 8<br>13%<br>ij  |
| 10% - 24%  | 3<br>1%      | 0<br>0%          | 0<br>0%       | 0<br>0%        | 3<br>4%<br>d    | 0<br>0%         | 2<br>2%                    | 1<br>0%         | 0<br>0%                   | 2<br>1%        | 1<br>2%         |
| 1% - 9%  | 1<br>0%      | 0<br>0%          | 0<br>0%       | 1<br>1%        | 0<br>0%         | 0<br>0%         | 0<br>0%                    | 1<br>0%         | 0<br>0%                   | 1<br>1%        | 0<br>0%         |
| none   | 47<br>13%    | 9<br>14%         | 8<br>13%      | 12<br>9%       | 14<br>20%<br>d  | 4<br>13%        | 24<br>23%                  | 23<br>9%<br>g   | 19<br>16%                 | 19<br>12%      | 6<br>10%        |
| mean:  | 73.4%        | 77.3%            | 79.7%         | 73.8%          | 59.3%<br>bcd    | 80.4%<br>e      | 61.1%                      | 78.6%<br>g      | 78.0%                     | 71.5%          | 66.2%           |
| standard error:<br>median:   | 1.91%<br>90% | 4.40%<br>100%    | 4.41%<br>100% | 2.92%<br>88%   | 4.86%<br>65%    | 6.32%<br>100%   | 3.96%<br>75%               | 2.05%<br>100%   | 3.56%<br>100%             | 2.79%<br>87%   | 3.97%<br>75%    |
| no answer  | 14<br>4%     | 1<br>2%          | 3<br>5%       | 7<br>5%        | 3<br>4%         | 0<br>0%         | 2<br>2%                    | 12<br>5%        | 5<br>4%                   | 3<br>2%        | 1<br>2%         |

TABLE 130 page 1

### Technicians: Proportion of Employees By Race: Black or African American

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |              |                |                  |                  | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|--------------|----------------|------------------|------------------|----------------------------|--------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest      | South          | West             | Canada           | yes                        | no           | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c            | d              | e                | f                | g                          | h            | i                         | j               | k               |
| BLACK OR AFRICAN AMERICAN  |             |                  |              |                |                  |                  |                            |              |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100%   | 130<br>100%    | 69<br>100%       | 31<br>100%       | 104<br>100%                | 255<br>100%  | 120<br>100%               | 154<br>100%     | 61<br>100%      |
| 100%   | 6<br>2%     | 1<br>2%          | 2<br>3%      | 2<br>2%        | 1<br>1%          | 0<br>0%          | 5<br>5%                    | 1<br>0%<br>g | 1<br>1%                   | 5<br>3%         | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 1<br>2%      | 0<br>0%        | 0<br>0%          | 0<br>0%          | 0<br>0%                    | 1<br>0%      | 0<br>0%                   | 1<br>1%         | 0<br>0%         |
| 50% - 74%  | 15<br>4%    | 4<br>6%          | 2<br>3%      | 8<br>6%        | 1<br>1%          | 0<br>0%          | 6<br>6%                    | 9<br>4%      | 5<br>4%                   | 6<br>4%         | 4<br>7%         |
| 25% - 49%  | 22<br>6%    | 6<br>9%          | 0<br>0%<br>b | 15<br>12%<br>c | 1<br>1%<br>bd    | 0<br>0%<br>d     | 6<br>6%                    | 16<br>6%     | 0<br>0%                   | 13<br>8%<br>i   | 9<br>15%<br>i   |
| 10% - 24%  | 31<br>9%    | 5<br>8%          | 8<br>13%     | 17<br>13%      | 0<br>0%<br>bcd   | 1<br>3%          | 9<br>9%                    | 22<br>9%     | 0<br>0%                   | 15<br>10%<br>i  | 16<br>26%<br>ij |
| 1% - 9%  | 10<br>3%    | 1<br>2%          | 4<br>6%      | 4<br>3%        | 1<br>1%          | 0<br>0%          | 3<br>3%                    | 7<br>3%      | 0<br>0%                   | 1<br>1%         | 9<br>15%<br>ij  |
| none   | 260<br>72%  | 47<br>72%        | 43<br>68%    | 77<br>59%      | 62<br>90%<br>bcd | 30<br>97%<br>bcd | 73<br>70%                  | 187<br>73%   | 109<br>91%                | 110<br>71%<br>i | 22<br>36%<br>ij |
| mean:  | 7.6%        | 9.0%             | 8.7%         | 10.9%          | 2.8%<br>bd       | 0.4%<br>bcd      | 11.0%                      | 6.2%         | 3.0%                      | 10.0%<br>i      | 13.0%<br>i      |
| standard error:  | 0.99%       | 2.37%            | 2.93%        | 1.76%          | 1.73%            | 0.35%            | 2.42%                      | 0.97%        | 1.28%                     | 1.81%<br>i      | 2.07%<br>i      |
| median:  | 0%          | 0%               | 0%           | 0%             | 0%               | 0%               | 0%                         | 0%           | 0%                        | 0%              | 9%              |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%      | 7<br>5%        | 3<br>4%          | 0<br>0%          | 2<br>2%                    | 12<br>5%     | 5<br>4%                   | 3<br>2%         | 1<br>2%         |

TABLE 131 page 1

### Technicians: Proportion of Employees By Race: American Indian or Alaska Native

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                 |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|------------|-----------------|------------|------------|----------------------------|-------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest    | South           | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c          | d               | e          | f          | g                          | h           | i                         | j           | k             |
| AMERICAN INDIAN OR ALASKA NATIVE   |             |                  |            |                 |            |            |                            |             |                           |             |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100%     | 69<br>100% | 31<br>100% | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100% | 61<br>100%    |
| 100%   | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%         | 1<br>1%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 1<br>1%                   | 0<br>0%     | 0<br>0%       |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%         | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%         | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%       |
| 25% - 49%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 2<br>2%         | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 2<br>1%     | 1<br>1%                   | 1<br>1%     | 0<br>0%       |
| 10% - 24%  | 5<br>1%     | 0<br>0%          | 1<br>2%    | 3<br>2%         | 0<br>0%    | 1<br>3%    | 2<br>2%                    | 3<br>1%     | 0<br>0%                   | 4<br>3%     | 0<br>0%       |
| 1% - 9%  | 4<br>1%     | 0<br>0%          | 0<br>0%    | 3<br>2%         | 1<br>1%    | 0<br>0%    | 2<br>2%                    | 2<br>1%     | 0<br>0%                   | 0<br>0%     | 4<br>7%<br>ij |
| none   | 332<br>92%  | 64<br>98%        | 59<br>94%  | 115<br>88%<br>b | 63<br>91%  | 30<br>97%  | 97<br>93%                  | 235<br>92%  | 113<br>94%                | 145<br>94%  | 56<br>92%     |
| mean:  | 0.9%        | 0.0%             | 0.2%       | 0.8%<br>b       | 2.7%       | 0.3%       | 1.0%                       | 0.8%        | 1.2%                      | 0.9%        | 0.2%          |
| standard error:  | 0.38%       | 0.00%            | 0.17%      | 0.39%           | 1.84%      | 0.32%      | 0.71%                      | 0.45%       | 0.91%                     | 0.52%       | 0.11%         |
| median:  | 0%          | 0%               | 0%         | 0%              | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%            |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%    | 7<br>5%         | 3<br>4%    | 0<br>0%    | 2<br>2%                    | 12<br>5%    | 5<br>4%                   | 3<br>2%     | 1<br>2%       |

TABLE 132 page 1

### Technicians: Proportion of Employees By Race: Asian

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |                 |            |               | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |             |                |
|--|-------------|------------------|------------|-----------------|------------|---------------|----------------------------|--------------|---------------------------|-------------|----------------|
|  |             | Northeast        | Midwest    | South           | West       | Canada        | yes                        | no           | 2 - 4                     | 5 - 19      | 20+            |
|  | a           | b                | c          | d               | e          | f             | g                          | h            | i                         | j           | k              |
| ASIAN  |             |                  |            |                 |            |               |                            |              |                           |             |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100%     | 69<br>100% | 31<br>100%    | 104<br>100%                | 255<br>100%  | 120<br>100%               | 154<br>100% | 61<br>100%     |
| 100%   | 3<br>1%     | 1<br>2%          | 0<br>0%    | 1<br>1%         | 0<br>0%    | 1<br>3%       | 2<br>2%                    | 1<br>0%      | 2<br>2%                   | 0<br>0%     | 0<br>0%        |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%         | 0<br>0%    | 0<br>0%       | 0<br>0%                    | 0<br>0%      | 0<br>0%                   | 0<br>0%     | 0<br>0%        |
| 50% - 74%  | 6<br>2%     | 0<br>0%          | 0<br>0%    | 2<br>2%         | 2<br>3%    | 2<br>6%<br>bc | 3<br>3%                    | 3<br>1%      | 3<br>3%                   | 2<br>1%     | 1<br>2%        |
| 25% - 49%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>1%         | 1<br>1%    | 0<br>0%       | 2<br>2%                    | 0<br>0%<br>g | 0<br>0%                   | 1<br>1%     | 1<br>2%        |
| 10% - 24%  | 4<br>1%     | 0<br>0%          | 1<br>2%    | 2<br>2%         | 1<br>1%    | 0<br>0%       | 1<br>1%                    | 3<br>1%      | 0<br>0%                   | 2<br>1%     | 2<br>3%<br>i   |
| 1% - 9%  | 5<br>1%     | 0<br>0%          | 1<br>2%    | 3<br>2%         | 0<br>0%    | 1<br>3%       | 0<br>0%                    | 5<br>2%      | 0<br>0%                   | 0<br>0%     | 5<br>8%<br>ij  |
| none   | 325<br>91%  | 63<br>97%        | 58<br>92%  | 114<br>88%<br>b | 62<br>90%  | 27<br>87%     | 94<br>90%                  | 231<br>91%   | 110<br>92%                | 146<br>95%  | 51<br>84%<br>j |
| mean:  | 2.2%        | 1.6%             | 0.2%       | 2.1%            | 2.3%       | 7.1%          | 4.4%                       | 1.2%         | 3.0%                      | 1.2%        | 2.0%           |
| standard error:  | 0.64%       | 1.56%            | 0.17%      | 1.02%           | 1.27%      | 4.04%         | 1.72%                      | 0.55%        | 1.42%                     | 0.63%       | 0.99%          |
| median:  | 0%          | 0%               | 0%         | 0%              | 0%         | 0%            | 0%                         | 0%           | 0%                        | 0%          | 0%             |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%    | 7<br>5%         | 3<br>4%    | 0<br>0%       | 2<br>2%                    | 12<br>5%     | 5<br>4%                   | 3<br>2%     | 1<br>2%        |

TABLE 133 page 1

### Technicians: Proportion of Employees By Race: Native Hawaiian and Other Pacific Islander

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |             |            |                 | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|-----------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada          | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f               | g                          | h           | i                         | j           | k          |
| NATIVE HAWAIIAN AND OTHER<br>PACIFIC ISLANDER  |             |                  |            |             |            |                 |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100%      | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100% | 61<br>100% |
| 100%   | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%         | 1<br>1%                    | 0<br>0%     | 1<br>1%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%         | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 2<br>3%    | 0<br>0%         | 0<br>0%                    | 2<br>1%     | 1<br>1%                   | 0<br>0%     | 1<br>2%    |
| 25% - 49%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%         | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%    |
| 10% - 24%  | 2<br>1%     | 0<br>0%          | 1<br>2%    | 0<br>0%     | 1<br>1%    | 0<br>0%         | 1<br>1%                    | 1<br>0%     | 0<br>0%                   | 2<br>1%     | 0<br>0%    |
| 1% - 9%  | 1<br>0%     | 1<br>2%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%         | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%    |
| none   | 338<br>94%  | 63<br>97%        | 59<br>94%  | 123<br>95%  | 61<br>88%  | 31<br>100%<br>e | 99<br>95%                  | 239<br>94%  | 113<br>94%                | 148<br>96%  | 58<br>95%  |
| mean:  | 0.8%        | 0.1%             | 0.2%       | 0.0%        | 3.8%<br>d  | 0.0%<br>e       | 1.5%                       | 0.5%        | 1.3%                      | 0.4%        | 0.9%       |
| standard error:  | 0.37%       | 0.06%            | 0.17%      | 0.00%       | 1.91%      | 0.00%           | 1.05%                      | 0.29%       | 0.97%                     | 0.27%       | 0.83%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%              | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%    | 7<br>5%     | 3<br>4%    | 0<br>0%         | 2<br>2%                    | 12<br>5%    | 5<br>4%                   | 3<br>2%     | 1<br>2%    |



TABLE 134 page 1

### Technicians: Proportion of Employees By Race: Other Race

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |              |              |               |                | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                 |                |
|--|-------------|------------------|--------------|--------------|---------------|----------------|----------------------------|--------------|---------------------------|-----------------|----------------|
|  |             | Northeast        | Midwest      | South        | West          | Canada         | yes                        | no           | 2 - 4                     | 5 - 19          | 20+            |
|  | a           | b                | c            | d            | e             | f              | g                          | h            | i                         | j               | k              |
| OTHER RACE   |             |                  |              |              |               |                |                            |              |                           |                 |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100%   | 130<br>100%  | 69<br>100%    | 31<br>100%     | 104<br>100%                | 255<br>100%  | 120<br>100%               | 154<br>100%     | 61<br>100%     |
| 100%   | 3<br>1%     | 2<br>3%          | 0<br>0%      | 1<br>1%      | 0<br>0%       | 0<br>0%        | 3<br>3%                    | 0<br>0%<br>g | 2<br>2%                   | 1<br>1%         | 0<br>0%        |
| 75% - 99%  | 2<br>1%     | 0<br>0%          | 0<br>0%      | 1<br>1%      | 1<br>1%       | 0<br>0%        | 1<br>1%                    | 1<br>0%      | 0<br>0%                   | 2<br>1%         | 0<br>0%        |
| 50% - 74%  | 11<br>3%    | 4<br>6%          | 0<br>0%<br>b | 1<br>1%<br>b | 6<br>9%<br>cd | 0<br>0%        | 4<br>4%                    | 7<br>3%      | 4<br>3%                   | 6<br>4%         | 1<br>2%        |
| 25% - 49%  | 12<br>3%    | 1<br>2%          | 0<br>0%      | 7<br>5%      | 4<br>6%       | 0<br>0%        | 4<br>4%                    | 8<br>3%      | 0<br>0%                   | 7<br>5%<br>i    | 5<br>8%<br>i   |
| 10% - 24%  | 17<br>5%    | 3<br>5%          | 2<br>3%      | 7<br>5%      | 3<br>4%       | 2<br>6%        | 2<br>2%                    | 15<br>6%     | 0<br>0%                   | 12<br>8%<br>i   | 5<br>8%<br>i   |
| 1% - 9%  | 10<br>3%    | 1<br>2%          | 5<br>8%      | 2<br>2%<br>c | 2<br>3%       | 0<br>0%        | 3<br>3%                    | 7<br>3%      | 0<br>0%                   | 3<br>2%         | 7<br>11%<br>ij |
| none   | 290<br>81%  | 53<br>82%        | 53<br>84%    | 104<br>80%   | 50<br>72%     | 29<br>94%<br>e | 85<br>82%                  | 205<br>80%   | 109<br>91%                | 120<br>78%<br>i | 42<br>69%<br>i |
| mean:  | 5.1%        | 7.6%             | 0.9%<br>b    | 4.9%<br>c    | 8.7%<br>c     | 1.0%<br>bde    | 7.6%                       | 4.0%         | 3.5%                      | 6.6%            | 6.0%           |
| standard error:<br>median:   | 0.85%<br>0% | 2.72%<br>0%      | 0.35%<br>0%  | 1.43%<br>0%  | 2.29%<br>0%   | 0.71%<br>0%    | 2.15%<br>0%                | 0.80%<br>0%  | 1.48%<br>0%               | 1.44%<br>0%     | 1.65%<br>0%    |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%      | 7<br>5%      | 3<br>4%       | 0<br>0%        | 2<br>2%                    | 12<br>5%     | 5<br>4%                   | 3<br>2%         | 1<br>2%        |

TABLE 135 page 1

### Technicians: Proportion of Employees By Race: Don't Know

26. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following race classifications?

|  | TOTAL       | -----REGION----- |            |             |            |              | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |               |
|--|-------------|------------------|------------|-------------|------------|--------------|----------------------------|-------------|---------------------------|-------------|---------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada       | yes                        | no          | 2 - 4                     | 5 - 19      | 20+           |
|  | a           | b                | c          | d           | e          | f            | g                          | h           | i                         | j           | k             |
| DON'T KNOW   |             |                  |            |             |            |              |                            |             |                           |             |               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100%   | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100% | 61<br>100%    |
| 100%   | 7<br>2%     | 1<br>2%          | 2<br>3%    | 2<br>2%     | 0<br>0%    | 2<br>6%<br>e | 1<br>1%                    | 6<br>2%     | 2<br>2%                   | 3<br>2%     | 1<br>2%       |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%       |
| 50% - 74%  | 1<br>0%     | 0<br>0%          | 1<br>2%    | 0<br>0%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%       |
| 25% - 49%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 0<br>0%    | 0<br>0%      | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 0<br>0%       |
| 10% - 24%  | 1<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>1%    | 0<br>0%      | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 1<br>2%       |
| 1% - 9%  | 4<br>1%     | 0<br>0%          | 1<br>2%    | 2<br>2%     | 1<br>1%    | 0<br>0%      | 0<br>0%                    | 4<br>2%     | 0<br>0%                   | 0<br>0%     | 4<br>7%<br>ij |
| none   | 331<br>92%  | 63<br>97%        | 56<br>89%  | 118<br>91%  | 64<br>93%  | 29<br>94%    | 100<br>96%                 | 231<br>91%  | 113<br>94%                | 146<br>95%  | 54<br>89%     |
| mean:  | 2.3%        | 1.6%             | 4.2%       | 1.9%        | 0.3%       | 6.5%         | 1.1%                       | 2.9%        | 1.7%                      | 2.5%        | 2.1%          |
| standard error:  | 0.78%       | 1.56%            | 2.46%      | 1.17%       | 0.20%      | 4.49%        | 0.99%                      | 1.02%       | 1.22%                     | 1.20%       | 1.68%         |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%           | 0%                         | 0%          | 0%                        | 0%          | 0%            |
| no answer  | 14<br>4%    | 1<br>2%          | 3<br>5%    | 7<br>5%     | 3<br>4%    | 0<br>0%      | 2<br>2%                    | 12<br>5%    | 5<br>4%                   | 3<br>2%     | 1<br>2%       |

TABLE 136 page 1

### Technicians: Proportion of Employees By Gender: Mean Summary

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL  | -----REGION----- |         |        |              |        | MBE CERTIFIED/<br>ELIGIBLE |        | ---NUMBER OF EMPLOYEES--- |            |             |
|--|--------|------------------|---------|--------|--------------|--------|----------------------------|--------|---------------------------|------------|-------------|
|  |        | Northeast        | Midwest | South  | West         | Canada | yes                        | no     | 2 - 4                     | 5 - 19     | 20+         |
|  | a      | b                | c       | d      | e            | f      | g                          | h      | i                         | j          | k           |
| MEAN SUMMARY   |        |                  |         |        |              |        |                            |        |                           |            |             |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff answering<br>(fill-in answers) |        |                  |         |        |              |        |                            |        |                           |            |             |
| male   | 90.4%  | 88.0%            | 88.9%   | 90.4%  | 95.2%<br>bcd | 87.1%  | 89.1%                      | 90.9%  | 87.2%                     | 89.3%<br>i | 96.3%<br>ij |
| female   | 8.4%   | 9.5%             | 9.3%    | 8.6%   | 4.2%         | 12.9%  | 9.2%                       | 8.0%   | 12.0%                     | 8.6%       | 3.5%<br>ij  |
| transgender  | 0.2%   | 0.0%             | 0.0%    | 0.2%   | 0.6%         | 0.0%   | 0.2%                       | 0.2%   | 0.0%                      | 0.4%       | 0.1%        |
| non-binary/no gender   | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.0%         | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%       | 0.0%        |
| other  | 0.0%   | 0.0%             | 0.0%    | 0.0%   | 0.0%         | 0.0%   | 0.0%                       | 0.0%   | 0.0%                      | 0.0%       | 0.0%        |
| don't know   | 1.0%   | 2.4%             | 1.7%    | 0.8%   | 0.0%         | 0.0%   | 1.5%                       | 0.8%   | 0.9%                      | 1.7%       | 0.0%        |
| TOTAL =  | 100.0% | 100.0%           | 100.0%  | 100.0% | 100.0%       | 100.0% | 100.0%                     | 100.0% | 100.0%                    | 100.0%     | 100.0%      |

TABLE 137 page 1

### Technicians: Proportion of Employees By Gender: Male

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL         | -----REGION----- |                |                |                |               | MBE CERTIFIED/<br>ELIGIBLE |               | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|---------------|------------------|----------------|----------------|----------------|---------------|----------------------------|---------------|---------------------------|----------------|-----------------|
|  |               | Northeast        | Midwest        | South          | West           | Canada        | yes                        | no            | 2 - 4                     | 5 - 19         | 20+             |
|  | a             | b                | c              | d              | e              | f             | g                          | h             | i                         | j              | k               |
| MALE   |               |                  |                |                |                |               |                            |               |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100%   | 65<br>100%       | 63<br>100%     | 130<br>100%    | 69<br>100%     | 31<br>100%    | 104<br>100%                | 255<br>100%   | 120<br>100%               | 154<br>100%    | 61<br>100%      |
| 100%   | 239<br>67%    | 46<br>71%        | 32<br>51%<br>b | 87<br>67%<br>c | 53<br>77%<br>c | 20<br>65%     | 72<br>69%                  | 167<br>65%    | 85<br>71%                 | 102<br>66%     | 35<br>57%       |
| 75% - 99%  | 57<br>16%     | 6<br>9%          | 18<br>29%<br>b | 19<br>15%<br>c | 10<br>14%<br>c | 4<br>13%      | 15<br>14%                  | 42<br>16%     | 5<br>4%                   | 27<br>18%<br>i | 25<br>41%<br>ij |
| 50% - 74%  | 34<br>9%      | 6<br>9%          | 6<br>10%       | 14<br>11%      | 4<br>6%        | 4<br>13%      | 12<br>12%                  | 22<br>9%      | 16<br>13%                 | 17<br>11%      | 1<br>2%<br>ij   |
| 25% - 49%  | 2<br>1%       | 0<br>0%          | 1<br>2%        | 1<br>1%        | 0<br>0%        | 0<br>0%       | 0<br>0%                    | 2<br>1%       | 1<br>1%                   | 1<br>1%        | 0<br>0%         |
| 10% - 24%  | 0<br>0%       | 0<br>0%          | 0<br>0%        | 0<br>0%        | 0<br>0%        | 0<br>0%       | 0<br>0%                    | 0<br>0%       | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| 1% - 9%  | 0<br>0%       | 0<br>0%          | 0<br>0%        | 0<br>0%        | 0<br>0%        | 0<br>0%       | 0<br>0%                    | 0<br>0%       | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| none   | 9<br>3%       | 4<br>6%          | 1<br>2%        | 2<br>2%        | 0<br>0%<br>b   | 2<br>6%<br>e  | 3<br>3%                    | 6<br>2%       | 5<br>4%                   | 4<br>3%        | 0<br>0%         |
| mean:  | 90.4%         | 88.0%            | 88.9%          | 90.4%          | 95.2%<br>bcd   | 87.1%         | 89.1%                      | 90.9%         | 87.2%                     | 89.3%<br>i     | 96.3%<br>ij     |
| standard error:<br>median:   | 1.14%<br>100% | 3.47%<br>100%    | 2.66%<br>100%  | 1.82%<br>100%  | 1.47%<br>100%  | 4.94%<br>100% | 2.23%<br>100%              | 1.33%<br>100% | 2.48%<br>100%             | 1.73%<br>100%  | 0.82%<br>100%   |
| no answer  | 18<br>5%      | 3<br>5%          | 5<br>8%        | 7<br>5%        | 2<br>3%        | 1<br>3%       | 2<br>2%                    | 16<br>6%      | 8<br>7%                   | 3<br>2%<br>i   | 0<br>0%<br>i    |

TABLE 138 page 1

### Technicians: Proportion of Employees By Gender: Female

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |                |                |                |                | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|----------------|----------------|----------------|----------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest        | South          | West           | Canada         | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c              | d              | e              | f              | g                          | h           | i                         | j              | k               |
| FEMALE   |             |                  |                |                |                |                |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100%     | 130<br>100%    | 69<br>100%     | 31<br>100%     | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100%    | 61<br>100%      |
| 100%   | 6<br>2%     | 3<br>5%          | 0<br>0%        | 1<br>1%        | 0<br>0%        | 2<br>6%<br>cde | 2<br>2%                    | 4<br>2%     | 4<br>3%                   | 2<br>1%        | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 1<br>1%        | 0<br>0%        | 0<br>0%        | 0<br>0%                    | 1<br>0%     | 1<br>1%                   | 0<br>0%        | 0<br>0%         |
| 50% - 74%  | 24<br>7%    | 4<br>6%          | 5<br>8%        | 11<br>8%       | 3<br>4%        | 1<br>3%        | 10<br>10%                  | 14<br>5%    | 14<br>12%                 | 10<br>6%       | 0<br>0%<br>ij   |
| 25% - 49%  | 16<br>4%    | 1<br>2%          | 4<br>6%        | 6<br>5%        | 2<br>3%        | 3<br>10%       | 4<br>4%                    | 12<br>5%    | 6<br>5%                   | 9<br>6%        | 1<br>2%         |
| 10% - 24%  | 30<br>8%    | 3<br>5%          | 9<br>14%       | 11<br>8%       | 4<br>6%        | 3<br>10%       | 7<br>7%                    | 23<br>9%    | 0<br>0%                   | 21<br>14%<br>i | 9<br>15%<br>i   |
| 1% - 9%  | 17<br>5%    | 2<br>3%          | 7<br>11%       | 4<br>3%<br>c   | 3<br>4%        | 1<br>3%        | 4<br>4%                    | 13<br>5%    | 1<br>1%                   | 1<br>1%        | 15<br>25%<br>ij |
| none   | 247<br>69%  | 49<br>75%        | 33<br>52%<br>b | 89<br>68%<br>c | 55<br>80%<br>c | 20<br>65%      | 75<br>72%                  | 172<br>67%  | 86<br>72%                 | 108<br>70%     | 36<br>59%       |
| mean:  | 8.4%        | 9.5%             | 9.3%           | 8.6%           | 4.2%           | 12.9%          | 9.2%                       | 8.0%        | 12.0%                     | 8.6%           | 3.5%<br>ij      |
| standard error:<br>median:   | 1.04%<br>0% | 3.10%<br>0%      | 2.16%<br>0%    | 1.66%<br>0%    | 1.41%<br>0%    | 4.94%<br>0%    | 2.01%<br>0%                | 1.21%<br>0% | 2.36%<br>0%               | 1.48%<br>0%    | 0.82%<br>0%     |
| no answer  | 18<br>5%    | 3<br>5%          | 5<br>8%        | 7<br>5%        | 2<br>3%        | 1<br>3%        | 2<br>2%                    | 16<br>6%    | 8<br>7%                   | 3<br>2%<br>i   | 0<br>0%<br>i    |

TABLE 139 page 1

### Technicians: Proportion of Employees By Gender: Transgender

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |              |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|--------------|--------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19       | 20+          |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j            | k            |
| TRANSGENDER  |             |                  |            |             |            |            |                            |             |                           |              |              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100% | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100%  | 61<br>100%   |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%      |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%      |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%      |
| 25% - 49%  | 2<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 1<br>1%    | 0<br>0%    | 1<br>1%                    | 1<br>0%     | 0<br>0%                   | 2<br>1%      | 0<br>0%      |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%      |
| 1% - 9%  | 3<br>1%     | 1<br>2%          | 0<br>0%    | 1<br>1%     | 1<br>1%    | 0<br>0%    | 0<br>0%                    | 3<br>1%     | 0<br>0%                   | 1<br>1%      | 2<br>3%<br>i |
| none   | 336<br>94%  | 61<br>94%        | 58<br>92%  | 121<br>93%  | 65<br>94%  | 30<br>97%  | 101<br>97%                 | 235<br>92%  | 112<br>93%                | 148<br>96%   | 59<br>97%    |
| mean:  | 0.2%        | 0.0%             | 0.0%       | 0.2%        | 0.6%       | 0.0%       | 0.2%                       | 0.2%        | 0.0%                      | 0.4%         | 0.1%         |
| standard error:  | 0.13%       | 0.02%            | 0.00%      | 0.20%       | 0.52%      | 0.00%      | 0.25%                      | 0.15%       | 0.00%                     | 0.28%        | 0.12%        |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%           | 0%           |
| no answer  | 18<br>5%    | 3<br>5%          | 5<br>8%    | 7<br>5%     | 2<br>3%    | 1<br>3%    | 2<br>2%                    | 16<br>6%    | 8<br>7%                   | 3<br>2%<br>i | 0<br>0%<br>i |

TABLE 140 page 1

### Technicians: Proportion of Employees By Gender: Non-Binary/No Gender

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j            | k               |
| NON-BINARY/NO GENDER   |             |                  |            |             |            |            |                            |             |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100% | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100%  | 61<br>100%      |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 1% - 9%  | 1<br>0%     | 1<br>2%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%      | 0<br>0%         |
| none   | 340<br>95%  | 61<br>94%        | 58<br>92%  | 123<br>95%  | 67<br>97%  | 30<br>97%  | 102<br>98%                 | 238<br>93%  | 112<br>93%                | 150<br>97%   | 61<br>100%<br>i |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%         | 0.0%            |
| standard error:  | 0.00%       | 0.02%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.01%        | 0.00%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%           | 0%              |
| no answer  | 18<br>5%    | 3<br>5%          | 5<br>8%    | 7<br>5%     | 2<br>3%    | 1<br>3%    | 2<br>2%                    | 16<br>6%    | 8<br>7%                   | 3<br>2%<br>i | 0<br>0%<br>i    |

TABLE 141 page 1

### Technicians: Proportion of Employees By Gender: Other

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j               | k               |
| OTHER  |             |                  |            |             |            |            |                            |             |                           |                 |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100% | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100%     | 61<br>100%      |
| 100%   | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%         | 0<br>0%         |
| none   | 341<br>95%  | 62<br>95%        | 58<br>92%  | 123<br>95%  | 67<br>97%  | 30<br>97%  | 102<br>98%                 | 239<br>94%  | 112<br>93%                | 151<br>98%<br>i | 61<br>100%<br>i |
| mean:  | 0.0%        | 0.0%             | 0.0%       | 0.0%        | 0.0%       | 0.0%       | 0.0%                       | 0.0%        | 0.0%                      | 0.0%            | 0.0%            |
| standard error:  | 0.00%       | 0.00%            | 0.00%      | 0.00%       | 0.00%      | 0.00%      | 0.00%                      | 0.00%       | 0.00%                     | 0.00%           | 0.00%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%              | 0%              |
| no answer  | 18<br>5%    | 3<br>5%          | 5<br>8%    | 7<br>5%     | 2<br>3%    | 1<br>3%    | 2<br>2%                    | 16<br>6%    | 8<br>7%                   | 3<br>2%<br>i    | 0<br>0%<br>i    |



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### Technicians: Proportion of Employees By Gender: Don't Know

27. Approximately what percentage of your company's technicians (full and part-time) identify with each of these genders?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j            | k               |
| DONT KNOW  |             |                  |            |             |            |            |                            |             |                           |              |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100% | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100%  | 61<br>100%      |
| 100%   | 3<br>1%     | 1<br>2%          | 1<br>2%    | 1<br>1%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 2<br>1%     | 1<br>1%                   | 2<br>1%      | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 50% - 74%  | 1<br>0%     | 1<br>2%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 0<br>0%     | 0<br>0%                   | 1<br>1%      | 0<br>0%         |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| none   | 337<br>94%  | 60<br>92%        | 57<br>90%  | 122<br>94%  | 67<br>97%  | 30<br>97%  | 100<br>96%                 | 237<br>93%  | 111<br>93%                | 148<br>96%   | 61<br>100%<br>i |
| mean:  | 1.0%        | 2.4%             | 1.7%       | 0.8%        | 0.0%       | 0.0%       | 1.5%                       | 0.8%        | 0.9%                      | 1.7%         | 0.0%            |
| standard error:  | 0.53%       | 1.79%            | 1.72%      | 0.81%       | 0.00%      | 0.00%      | 1.09%                      | 0.59%       | 0.89%                     | 0.99%        | 0.00%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%           | 0%              |
| no answer  | 18<br>5%    | 3<br>5%          | 5<br>8%    | 7<br>5%     | 2<br>3%    | 1<br>3%    | 2<br>2%                    | 16<br>6%    | 8<br>7%                   | 3<br>2%<br>i | 0<br>0%<br>i    |

TABLE 143 page 1

### Technicians: Proportion of Employees By Age: Mean Summary

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL  | -----REGION----- |            |             |        |        | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |            |
|--|--------|------------------|------------|-------------|--------|--------|----------------------------|------------|---------------------------|------------|------------|
|  |        | Northeast        | Midwest    | South       | West   | Canada | yes                        | no         | 2 - 4                     | 5 - 19     | 20+        |
|  | a      | b                | c          | d           | e      | f      | g                          | h          | i                         | j          | k          |
| MEAN SUMMARY   |        |                  |            |             |        |        |                            |            |                           |            |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff seeing the<br>corrected version answering<br>(fill-in answers) |        |                  |            |             |        |        |                            |            |                           |            |            |
| 65 or older  | 2.9%   | 2.4%             | 1.8%       | 2.3%        | 3.9%   | 6.0%   | 2.1%                       | 3.2%       | 3.8%                      | 2.2%       | 0.3%<br>ij |
| 55 - 64  | 16.9%  | 25.0%            | 21.8%      | 10.0%<br>bc | 13.7%  | 23.3%  | 14.3%                      | 18.0%      | 21.1%                     | 14.1%      | 10.1%<br>i |
| 45 - 54  | 19.9%  | 19.3%            | 21.1%      | 18.0%       | 21.2%  | 20.6%  | 16.9%                      | 21.2%      | 21.0%                     | 19.4%      | 17.1%      |
| 35 - 44  | 25.7%  | 26.0%            | 21.8%      | 26.5%       | 28.3%  | 24.8%  | 34.3%                      | 22.0%<br>g | 17.9%                     | 31.0%<br>i | 29.6%<br>i |
| 25 - 34  | 23.3%  | 19.0%            | 17.9%      | 29.2%<br>bc | 25.2%  | 17.8%  | 19.4%                      | 25.0%      | 22.3%                     | 24.0%      | 30.7%<br>i |
| under 25   | 10.3%  | 4.6%             | 13.6%<br>b | 14.0%<br>b  | 7.7%   | 7.4%   | 10.7%                      | 10.1%      | 13.8%                     | 8.6%       | 8.2%       |
| don't know   | 1.0%   | 3.6%             | 1.9%       | 0.0%        | 0.0%   | 0.0%   | 2.3%                       | 0.5%       | 0.0%                      | 0.8%       | 4.1%       |
| TOTAL =  | 100.0% | 100.0%           | 100.0%     | 100.0%      | 100.0% | 100.0% | 100.0%                     | 100.0%     | 100.0%                    | 100.0%     | 100.0%     |

TABLE 144 page 1

### Technicians: Proportion of Employees By Age: Under 25

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |                |                |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|----------------|----------------|------------|------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest        | South          | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c              | d              | e          | f          | g                          | h           | i                         | j              | k               |
| UNDER 25   |             |                  |                |                |            |            |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100%     | 105<br>100%    | 61<br>100% | 26<br>100% | 90<br>100%                 | 218<br>100% | 110<br>100%               | 128<br>100%    | 50<br>100%      |
| 100%   | 13<br>4%    | 1<br>2%          | 3<br>5%        | 6<br>6%        | 2<br>3%    | 1<br>4%    | 5<br>6%                    | 8<br>4%     | 10<br>9%                  | 2<br>2%<br>i   | 0<br>0%<br>i    |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 1<br>1%        | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%        | 0<br>0%         |
| 50% - 74%  | 9<br>3%     | 1<br>2%          | 2<br>4%        | 5<br>5%        | 1<br>2%    | 0<br>0%    | 3<br>3%                    | 6<br>3%     | 6<br>5%                   | 2<br>2%        | 1<br>2%         |
| 25% - 49%  | 16<br>5%    | 1<br>2%          | 4<br>7%        | 8<br>8%        | 2<br>3%    | 1<br>4%    | 4<br>4%                    | 12<br>6%    | 3<br>3%                   | 10<br>8%       | 3<br>6%         |
| 10% - 24%  | 37<br>12%   | 4<br>7%          | 8<br>14%       | 14<br>13%      | 8<br>13%   | 3<br>12%   | 10<br>11%                  | 27<br>12%   | 1<br>1%                   | 22<br>17%<br>i | 14<br>28%<br>i  |
| 1% - 9%  | 9<br>3%     | 2<br>3%          | 2<br>4%        | 4<br>4%        | 1<br>2%    | 0<br>0%    | 2<br>2%                    | 7<br>3%     | 0<br>0%                   | 0<br>0%        | 9<br>18%<br>ij  |
| none   | 203<br>66%  | 46<br>78%        | 33<br>59%<br>b | 60<br>57%<br>b | 42<br>69%  | 21<br>81%  | 62<br>69%                  | 141<br>65%  | 82<br>75%                 | 85<br>66%      | 22<br>44%<br>ij |
| mean:  | 10.3%       | 4.6%             | 13.6%<br>b     | 14.0%<br>b     | 7.7%       | 7.4%       | 10.7%                      | 10.1%       | 13.8%                     | 8.6%           | 8.2%            |
| standard error:  | 1.37%       | 2.15%            | 3.63%          | 2.69%          | 2.72%      | 4.09%      | 2.70%                      | 1.59%       | 3.10%                     | 1.63%          | 1.59%           |
| median:  | 0%          | 0%               | 0%             | 0%             | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%             | 4%              |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%        | 7<br>7%        | 5<br>8%    | 0<br>0%    | 4<br>4%                    | 16<br>7%    | 8<br>7%                   | 6<br>5%        | 1<br>2%         |

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### Technicians: Proportion of Employees By Age: 25 - 34

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |                |              |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|----------------|--------------|------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West         | Canada     | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d              | e            | f          | g                          | h           | i                         | j              | k               |
| 25 - 34  |             |                  |            |                |              |            |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100% | 105<br>100%    | 61<br>100%   | 26<br>100% | 90<br>100%                 | 218<br>100% | 110<br>100%               | 128<br>100%    | 50<br>100%      |
| 100%   | 17<br>6%    | 3<br>5%          | 2<br>4%    | 7<br>7%        | 5<br>8%      | 0<br>0%    | 5<br>6%                    | 12<br>6%    | 15<br>14%                 | 2<br>2%<br>i   | 0<br>0%<br>i    |
| 75% - 99%  | 8<br>3%     | 1<br>2%          | 2<br>4%    | 4<br>4%        | 0<br>0%      | 1<br>4%    | 0<br>0%                    | 8<br>4%     | 0<br>0%                   | 6<br>5%<br>i   | 2<br>4%<br>i    |
| 50% - 74%  | 39<br>13%   | 5<br>8%          | 3<br>5%    | 17<br>16%<br>c | 10<br>16%    | 4<br>15%   | 12<br>13%                  | 27<br>12%   | 13<br>12%                 | 19<br>15%      | 7<br>14%        |
| 25% - 49%  | 50<br>16%   | 10<br>17%        | 6<br>11%   | 21<br>20%      | 9<br>15%     | 4<br>15%   | 13<br>14%                  | 37<br>17%   | 3<br>3%                   | 25<br>20%<br>i | 22<br>44%<br>ij |
| 10% - 24%  | 34<br>11%   | 6<br>10%         | 13<br>23%  | 11<br>10%<br>c | 2<br>3%<br>c | 2<br>8%    | 9<br>10%                   | 25<br>11%   | 0<br>0%                   | 25<br>20%<br>i | 9<br>18%<br>i   |
| 1% - 9%  | 2<br>1%     | 0<br>0%          | 1<br>2%    | 1<br>1%        | 0<br>0%      | 0<br>0%    | 0<br>0%                    | 2<br>1%     | 0<br>0%                   | 0<br>0%        | 2<br>4%<br>ij   |
| none   | 138<br>45%  | 30<br>51%        | 25<br>45%  | 37<br>35%      | 30<br>49%    | 15<br>58%  | 47<br>52%                  | 91<br>42%   | 71<br>65%                 | 45<br>35%<br>i | 7<br>14%<br>ij  |
| mean:  | 23.3%       | 19.0%            | 17.9%      | 29.2%<br>bc    | 25.2%        | 17.8%      | 19.4%                      | 25.0%       | 22.3%                     | 24.0%          | 30.7%<br>i      |
| standard error:  | 1.74%       | 3.74%            | 3.59%      | 3.13%<br>24%   | 4.38%        | 4.90%      | 3.01%                      | 2.12%       | 3.67%                     | 2.31%          | 3.12%<br>30%    |
| median:  | 10%         | 0%               | 9%         | 24%            | 0%           | 0%         | 0%                         | 14%         | 0%                        | 20%            | 0%              |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%    | 7<br>7%        | 5<br>8%      | 0<br>0%    | 4<br>4%                    | 16<br>7%    | 8<br>7%                   | 6<br>5%        | 1<br>2%         |

TABLE 146 page 1

### Technicians: Proportion of Employees By Age: 35 - 44

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no             | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h              | i                         | j              | k               |
| 35 - 44  |             |                  |            |             |            |            |                            |                |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100% | 105<br>100% | 61<br>100% | 26<br>100% | 90<br>100%                 | 218<br>100%    | 110<br>100%               | 128<br>100%    | 50<br>100%      |
| 100%   | 19<br>6%    | 6<br>10%         | 2<br>4%    | 4<br>4%     | 5<br>8%    | 2<br>8%    | 9<br>10%                   | 10<br>5%       | 11<br>10%                 | 5<br>4%        | 0<br>0%<br>i    |
| 75% - 99%  | 12<br>4%    | 1<br>2%          | 0<br>0%    | 5<br>5%     | 4<br>7%    | 2<br>8%    | 5<br>6%                    | 7<br>3%        | 1<br>1%                   | 11<br>9%<br>i  | 0<br>0%<br>j    |
| 50% - 74%  | 45<br>15%   | 7<br>12%         | 8<br>14%   | 17<br>16%   | 9<br>15%   | 4<br>15%   | 20<br>22%                  | 25<br>11%<br>g | 12<br>11%                 | 23<br>18%      | 9<br>18%        |
| 25% - 49%  | 47<br>15%   | 10<br>17%        | 10<br>18%  | 19<br>18%   | 7<br>11%   | 1<br>4%    | 13<br>14%                  | 34<br>16%      | 1<br>1%                   | 25<br>20%<br>i | 21<br>42%<br>ij |
| 10% - 24%  | 32<br>10%   | 4<br>7%          | 7<br>13%   | 14<br>13%   | 5<br>8%    | 2<br>8%    | 7<br>8%                    | 25<br>11%      | 1<br>1%                   | 19<br>15%<br>i | 12<br>24%<br>i  |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%        | 0<br>0%                   | 0<br>0%        | 0<br>0%         |
| none   | 133<br>43%  | 27<br>46%        | 25<br>45%  | 39<br>37%   | 26<br>43%  | 15<br>58%  | 32<br>36%                  | 101<br>46%     | 76<br>69%                 | 39<br>30%<br>i | 7<br>14%<br>ij  |
| mean:  | 25.7%       | 26.0%            | 21.8%      | 26.5%       | 28.3%      | 24.8%      | 34.3%                      | 22.0%          | 17.9%                     | 31.0%<br>i     | 29.6%<br>i      |
| standard error:  | 1.83%       | 4.54%            | 3.76%      | 2.91%       | 4.54%      | 6.92%      | 3.70%                      | 2.03%<br>g     | 3.33%                     | 2.72%<br>i     | 2.72%<br>i      |
| median:  | 15%         | 10%              | 15%        | 21%         | 14%        | 0%         | 28%                        | 5%             | 0%                        | 25%            | 30%             |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%    | 7<br>7%     | 5<br>8%    | 0<br>0%    | 4<br>4%                    | 16<br>7%       | 8<br>7%                   | 6<br>5%        | 1<br>2%         |

TABLE 147 page 1

### Technicians: Proportion of Employees By Age: 45 - 54

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j              | k               |
| 45 - 54  |             |                  |            |             |            |            |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100% | 105<br>100% | 61<br>100% | 26<br>100% | 90<br>100%                 | 218<br>100% | 110<br>100%               | 128<br>100%    | 50<br>100%      |
| 100%   | 20<br>6%    | 3<br>5%          | 3<br>5%    | 4<br>4%     | 6<br>10%   | 3<br>12%   | 5<br>6%                    | 15<br>7%    | 12<br>11%                 | 3<br>2%<br>i   | 1<br>2%         |
| 75% - 99%  | 4<br>1%     | 1<br>2%          | 0<br>0%    | 1<br>1%     | 1<br>2%    | 1<br>4%    | 1<br>1%                    | 3<br>1%     | 1<br>1%                   | 3<br>2%        | 0<br>0%         |
| 50% - 74%  | 28<br>9%    | 6<br>10%         | 4<br>7%    | 12<br>11%   | 4<br>7%    | 2<br>8%    | 8<br>9%                    | 20<br>9%    | 15<br>14%                 | 13<br>10%      | 0<br>0%<br>ij   |
| 25% - 49%  | 39<br>13%   | 8<br>14%         | 12<br>21%  | 13<br>12%   | 6<br>10%   | 0<br>0%    | 8<br>9%                    | 31<br>14%   | 2<br>2%                   | 24<br>19%<br>i | 13<br>26%<br>i  |
| 10% - 24%  | 39<br>13%   | 7<br>12%         | 7<br>13%   | 16<br>15%   | 7<br>11%   | 2<br>8%    | 12<br>13%                  | 27<br>12%   | 0<br>0%                   | 20<br>16%<br>i | 19<br>38%<br>ij |
| 1% - 9%  | 5<br>2%     | 0<br>0%          | 2<br>4%    | 2<br>2%     | 1<br>2%    | 0<br>0%    | 2<br>2%                    | 3<br>1%     | 0<br>0%                   | 0<br>0%        | 5<br>10%<br>ij  |
| none   | 153<br>50%  | 30<br>51%        | 24<br>43%  | 50<br>48%   | 31<br>51%  | 18<br>69%  | 50<br>56%                  | 103<br>47%  | 72<br>65%                 | 59<br>46%<br>i | 11<br>22%<br>ij |
| mean:  | 19.9%       | 19.3%            | 21.1%      | 18.0%       | 21.2%      | 20.6%      | 16.9%                      | 21.2%       | 21.0%                     | 19.4%          | 17.1%           |
| standard error:  | 1.75%       | 3.80%            | 3.89%      | 2.66%       | 4.42%      | 7.28%      | 3.03%                      | 2.13%       | 3.51%                     | 2.33%          | 2.47%           |
| median:  | 0%          | 0%               | 9%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 10%            | 16%             |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%    | 7<br>7%     | 5<br>8%    | 0<br>0%    | 4<br>4%                    | 16<br>7%    | 8<br>7%                   | 6<br>5%        | 1<br>2%         |

TABLE 148 page 1

### Technicians: Proportion of Employees By Age: 55 - 64

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |                |                |             | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|----------------|----------------|-------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South          | West           | Canada      | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d              | e              | f           | g                          | h           | i                         | j              | k               |
| 55 - 64  |             |                  |            |                |                |             |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100% | 105<br>100%    | 61<br>100%     | 26<br>100%  | 90<br>100%                 | 218<br>100% | 110<br>100%               | 128<br>100%    | 50<br>100%      |
| 100%   | 20<br>6%    | 9<br>15%         | 3<br>5%    | 2<br>2%<br>b   | 3<br>5%        | 3<br>12%    | 4<br>4%                    | 16<br>7%    | 14<br>13%                 | 1<br>1%<br>i   | 0<br>0%<br>i    |
| 75% - 99%  | 3<br>1%     | 0<br>0%          | 2<br>4%    | 0<br>0%        | 1<br>2%        | 0<br>0%     | 2<br>2%                    | 1<br>0%     | 1<br>1%                   | 2<br>2%        | 0<br>0%         |
| 50% - 74%  | 21<br>7%    | 4<br>7%          | 3<br>5%    | 8<br>8%        | 3<br>5%        | 3<br>12%    | 5<br>6%                    | 16<br>7%    | 12<br>11%                 | 8<br>6%        | 1<br>2%         |
| 25% - 49%  | 30<br>10%   | 5<br>8%          | 12<br>21%  | 4<br>4%<br>c   | 6<br>10%       | 3<br>12%    | 9<br>10%                   | 21<br>10%   | 1<br>1%                   | 23<br>18%<br>i | 6<br>12%<br>i   |
| 10% - 24%  | 34<br>11%   | 5<br>8%          | 7<br>13%   | 15<br>14%      | 3<br>5%        | 4<br>15%    | 10<br>11%                  | 24<br>11%   | 1<br>1%                   | 19<br>15%<br>i | 14<br>28%<br>ij |
| 1% - 9%  | 13<br>4%    | 1<br>2%          | 3<br>5%    | 6<br>6%        | 3<br>5%        | 0<br>0%     | 2<br>2%                    | 11<br>5%    | 0<br>0%                   | 1<br>1%        | 12<br>24%<br>ij |
| none   | 167<br>54%  | 31<br>53%        | 22<br>39%  | 63<br>60%<br>c | 37<br>61%<br>c | 13<br>50%   | 54<br>60%                  | 113<br>52%  | 73<br>66%                 | 68<br>53%<br>i | 16<br>32%<br>ij |
| mean:  | 16.9%       | 25.0%            | 21.8%      | 10.0%<br>bc    | 13.7%          | 23.3%       | 14.3%                      | 18.0%       | 21.1%                     | 14.1%          | 10.1%<br>i      |
| standard error:  | 1.70%       | 5.10%            | 3.89%      | 2.07%<br>0%    | 3.57%<br>0%    | 6.67%<br>5% | 2.80%<br>0%                | 2.10%<br>0% | 3.63%<br>0%               | 1.89%<br>0%    | 1.68%<br>6%     |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%    | 7<br>7%        | 5<br>8%        | 0<br>0%     | 4<br>4%                    | 16<br>7%    | 8<br>7%                   | 6<br>5%        | 1<br>2%         |

TABLE 149 page 1

### Technicians: Proportion of Employees By Age: 65 or Older

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k          |
| 65 OR OLDER  |             |                  |            |             |            |            |                            |             |                           |             |            |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100% | 105<br>100% | 61<br>100% | 26<br>100% | 90<br>100%                 | 218<br>100% | 110<br>100%               | 128<br>100% | 50<br>100% |
| 100%   | 2<br>1%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 1<br>2%    | 1<br>4%    | 0<br>0%                    | 2<br>1%     | 1<br>1%                   | 0<br>0%     | 0<br>0%    |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%    |
| 50% - 74%  | 6<br>2%     | 1<br>2%          | 0<br>0%    | 4<br>4%     | 1<br>2%    | 0<br>0%    | 2<br>2%                    | 4<br>2%     | 5<br>5%                   | 0<br>0%     | 0<br>0%    |
| 25% - 49%  | 7<br>2%     | 2<br>3%          | 2<br>4%    | 0<br>0%     | 1<br>2%    | 2<br>8%    | 2<br>2%                    | 5<br>2%     | 1<br>1%                   | 6<br>5%     | 0<br>0%    |
| 10% - 24%  | 5<br>2%     | 1<br>2%          | 1<br>2%    | 0<br>0%     | 3<br>5%    | 0<br>0%    | 2<br>2%                    | 3<br>1%     | 0<br>0%                   | 5<br>4%     | 0<br>0%    |
| 1% - 9%  | 5<br>2%     | 1<br>2%          | 2<br>4%    | 2<br>2%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 5<br>2%     | 0<br>0%                   | 0<br>0%     | 5<br>10%   |
| none   | 263<br>85%  | 50<br>85%        | 47<br>84%  | 92<br>88%   | 50<br>82%  | 23<br>88%  | 80<br>89%                  | 183<br>84%  | 95<br>86%                 | 111<br>87%  | 44<br>88%  |
| mean:  | 2.9%        | 2.4%             | 1.8%       | 2.3%        | 3.9%       | 6.0%       | 2.1%                       | 3.2%        | 3.8%                      | 2.2%        | 0.3%       |
| standard error:  | 0.72%       | 1.24%            | 1.02%      | 1.10%       | 2.07%      | 4.04%      | 0.96%                      | 0.95%       | 1.51%                     | 0.70%       | 0.15%      |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%         |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%    | 7<br>7%     | 5<br>8%    | 0<br>0%    | 4<br>4%                    | 16<br>7%    | 8<br>7%                   | 6<br>5%     | 1<br>2%    |



TABLE 150 page 1

### Technicians: Proportion of Employees By Age: Don't Know

28. Approximately what percentage of your company's technicians (full and part-time) fall within each of the following age ranges?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |              |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-------------|---------------------------|-------------|--------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+          |
|  | a           | b                | c          | d           | e          | f          | g                          | h           | i                         | j           | k            |
| DONT KNOW  |             |                  |            |             |            |            |                            |             |                           |             |              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>seeing the corrected version<br>(fill-in answers) | 308<br>100% | 59<br>100%       | 56<br>100% | 105<br>100% | 61<br>100% | 26<br>100% | 90<br>100%                 | 218<br>100% | 110<br>100%               | 128<br>100% | 50<br>100%   |
| 100%   | 3<br>1%     | 2<br>3%          | 1<br>2%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 2<br>2%                    | 1<br>0%     | 0<br>0%                   | 1<br>1%     | 2<br>4%<br>i |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 50% - 74%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 25% - 49%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 10% - 24%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| 1% - 9%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%    | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%     | 0<br>0%      |
| none   | 285<br>93%  | 53<br>90%        | 51<br>91%  | 98<br>93%   | 56<br>92%  | 26<br>100% | 84<br>93%                  | 201<br>92%  | 102<br>93%                | 121<br>95%  | 47<br>94%    |
| mean:  | 1.0%        | 3.6%             | 1.9%       | 0.0%        | 0.0%       | 0.0%       | 2.3%                       | 0.5%        | 0.0%                      | 0.8%        | 4.1%         |
| standard error:  | 0.60%       | 2.55%            | 1.92%      | 0.00%       | 0.00%      | 0.00%      | 1.63%                      | 0.50%       | 0.00%                     | 0.82%       | 2.86%        |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%         | 0%                         | 0%          | 0%                        | 0%          | 0%           |
| no answer  | 20<br>6%    | 4<br>7%          | 4<br>7%    | 7<br>7%     | 5<br>8%    | 0<br>0%    | 4<br>4%                    | 16<br>7%    | 8<br>7%                   | 6<br>5%     | 1<br>2%      |

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### Technicians: Proportion of Employees Who Are Veterans

29. Approximately what percentage of your company's technicians (full and part-time) are veterans?

|  | TOTAL       | -----REGION----- |             |             |             |                   | MBE CERTIFIED/<br>ELIGIBLE |              | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|-------------|-------------|-------------|-------------------|----------------------------|--------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest     | South       | West        | Canada            | yes                        | no           | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c           | d           | e           | f                 | g                          | h            | i                         | j              | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100%  | 130<br>100% | 69<br>100%  | 31<br>100%        | 104<br>100%                | 255<br>100%  | 120<br>100%               | 154<br>100%    | 61<br>100%      |
| 100%   | 11<br>3%    | 1<br>2%          | 1<br>2%     | 6<br>5%     | 2<br>3%     | 1<br>3%           | 5<br>5%                    | 6<br>2%      | 6<br>5%                   | 1<br>1%<br>i   | 0<br>0%         |
| 75% - 99%  | 1<br>0%     | 0<br>0%          | 1<br>2%     | 0<br>0%     | 0<br>0%     | 0<br>0%           | 0<br>0%                    | 1<br>0%      | 0<br>0%                   | 1<br>1%        | 0<br>0%         |
| 50% - 74%  | 15<br>4%    | 2<br>3%          | 2<br>3%     | 6<br>5%     | 4<br>6%     | 1<br>3%           | 9<br>9%                    | 6<br>2%<br>g | 11<br>9%                  | 2<br>1%<br>i   | 1<br>2%         |
| 25% - 49%  | 22<br>6%    | 3<br>5%          | 6<br>10%    | 8<br>6%     | 5<br>7%     | 0<br>0%           | 8<br>8%                    | 14<br>5%     | 3<br>3%                   | 14<br>9%<br>i  | 5<br>8%         |
| 10% - 24%  | 53<br>15%   | 10<br>15%        | 10<br>16%   | 20<br>15%   | 13<br>19%   | 0<br>0%<br>bcde   | 11<br>11%                  | 42<br>16%    | 0<br>0%                   | 31<br>20%<br>i | 22<br>36%<br>ij |
| 1% - 9%  | 22<br>6%    | 4<br>6%          | 6<br>10%    | 9<br>7%     | 3<br>4%     | 0<br>0%           | 6<br>6%                    | 16<br>6%     | 1<br>1%                   | 8<br>5%<br>i   | 12<br>20%<br>ij |
| none   | 224<br>62%  | 45<br>69%        | 35<br>56%   | 75<br>58%   | 39<br>57%   | 29<br>94%<br>bcde | 61<br>59%                  | 163<br>64%   | 96<br>80%                 | 92<br>60%<br>i | 18<br>30%<br>ij |
| mean:  | 10.0%       | 7.4%             | 10.3%       | 11.9%       | 11.4%       | 5.2%              | 14.1%                      | 8.4%         | 10.5%                     | 8.1%           | 10.5%           |
| standard error:<br>median:   | 1.13%<br>0% | 2.09%<br>0%      | 2.53%<br>0% | 2.14%<br>0% | 2.59%<br>0% | 3.71%<br>0%       | 2.55%<br>0%                | 1.20%<br>0%  | 2.38%<br>0%               | 1.23%<br>0%    | 1.57%<br>7%     |
| no answer  | 11<br>3%    | 0<br>0%          | 2<br>3%     | 6<br>5%     | 3<br>4%     | 0<br>0%           | 4<br>4%                    | 7<br>3%      | 3<br>3%                   | 5<br>3%        | 3<br>5%         |

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### Technicians: Proportion of Employees Who Have a Disability

30. Approximately what percentage of your company's technicians (full and part-time) have a disability?

|  | TOTAL       | -----REGION----- |            |             |            |               | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |              |                 |
|--|-------------|------------------|------------|-------------|------------|---------------|----------------------------|-------------|---------------------------|--------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada        | yes                        | no          | 2 - 4                     | 5 - 19       | 20+             |
|  | a           | b                | c          | d           | e          | f             | g                          | h           | i                         | j            | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with at least one<br>technician on staff<br>(fill-in answers) | 359<br>100% | 65<br>100%       | 63<br>100% | 130<br>100% | 69<br>100% | 31<br>100%    | 104<br>100%                | 255<br>100% | 120<br>100%               | 154<br>100%  | 61<br>100%      |
| 100%   | 3<br>1%     | 0<br>0%          | 0<br>0%    | 1<br>1%     | 2<br>3%    | 0<br>0%       | 1<br>1%                    | 2<br>1%     | 2<br>2%                   | 0<br>0%      | 0<br>0%         |
| 75% - 99%  | 0<br>0%     | 0<br>0%          | 0<br>0%    | 0<br>0%     | 0<br>0%    | 0<br>0%       | 0<br>0%                    | 0<br>0%     | 0<br>0%                   | 0<br>0%      | 0<br>0%         |
| 50% - 74%  | 7<br>2%     | 3<br>5%          | 0<br>0%    | 1<br>1%     | 2<br>3%    | 1<br>3%       | 4<br>4%                    | 3<br>1%     | 6<br>5%                   | 1<br>1%<br>i | 0<br>0%         |
| 25% - 49%  | 5<br>1%     | 0<br>0%          | 1<br>2%    | 2<br>2%     | 0<br>0%    | 2<br>6%<br>be | 1<br>1%                    | 4<br>2%     | 2<br>2%                   | 3<br>2%      | 0<br>0%         |
| 10% - 24%  | 11<br>3%    | 2<br>3%          | 1<br>2%    | 4<br>3%     | 1<br>1%    | 3<br>10%      | 6<br>6%                    | 5<br>2%     | 1<br>1%                   | 6<br>4%      | 4<br>7%<br>i    |
| 1% - 9%  | 9<br>3%     | 1<br>2%          | 3<br>5%    | 3<br>2%     | 2<br>3%    | 0<br>0%       | 1<br>1%                    | 8<br>3%     | 0<br>0%                   | 1<br>1%      | 7<br>11%<br>ij  |
| none   | 312<br>87%  | 59<br>91%        | 55<br>87%  | 113<br>87%  | 60<br>87%  | 24<br>77%     | 88<br>85%                  | 224<br>88%  | 105<br>88%                | 139<br>90%   | 46<br>75%<br>ij |
| mean:  | 2.8%        | 2.8%             | 1.0%       | 2.0%        | 4.8%       | 4.8%          | 3.9%                       | 2.3%        | 5.0%                      | 1.4%<br>i    | 1.3%            |
| standard error:  | 0.65%       | 1.34%            | 0.60%      | 0.95%       | 2.31%      | 2.23%         | 1.41%                      | 0.72%       | 1.61%                     | 0.49%        | 0.47%           |
| median:  | 0%          | 0%               | 0%         | 0%          | 0%         | 0%            | 0%                         | 0%          | 0%                        | 0%           | 0%              |
| no answer  | 12<br>3%    | 0<br>0%          | 3<br>5%    | 6<br>5%     | 2<br>3%    | 1<br>3%       | 3<br>3%                    | 9<br>4%     | 4<br>3%                   | 4<br>3%      | 4<br>7%         |

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### Proportion With Workforce Diversity Being a Current Core Strategy

31. Is workforce diversity a current core strategy in your company?

|  | TOTAL       | -----REGION----- |                |                |                 |                | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|----------------|----------------|-----------------|----------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest        | South          | West            | Canada         | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c              | d              | e               | f              | g                          | h               | i                         | j              | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100%    | 83<br>100%      | 38<br>100%     | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| YES:   | 158<br>37%  | 31<br>41%        | 22<br>29%      | 64<br>41%      | 30<br>36%       | 11<br>29%      | 59<br>49%                  | 99<br>32%<br>g  | 38<br>27%                 | 72<br>45%<br>i | 37<br>60%<br>ij |
| yes: a top priority  | 41<br>10%   | 8<br>11%         | 4<br>5%        | 11<br>7%       | 13<br>16%<br>cd | 5<br>13%       | 20<br>17%                  | 21<br>7%<br>g   | 18<br>13%                 | 14<br>9%       | 4<br>6%         |
| yes: but not a top priority  | 117<br>27%  | 23<br>30%        | 18<br>24%      | 53<br>34%      | 17<br>20%<br>d  | 6<br>16%<br>d  | 39<br>32%                  | 78<br>25%       | 20<br>14%                 | 58<br>36%<br>i | 33<br>53%<br>ij |
| no: but considering it within<br>the next 3 years                                | 38<br>9%    | 13<br>17%        | 3<br>4%<br>b   | 14<br>9%       | 5<br>6%<br>b    | 3<br>8%        | 17<br>14%                  | 21<br>7%<br>g   | 16<br>12%                 | 13<br>8%       | 6<br>10%        |
| no: not at this time   | 231<br>54%  | 31<br>41%        | 50<br>66%<br>b | 78<br>50%<br>c | 47<br>57%<br>b  | 24<br>63%<br>b | 45<br>37%                  | 185<br>60%<br>g | 85<br>61%                 | 75<br>47%<br>i | 19<br>31%<br>ij |
| no answer  | 4<br>1%     | 1<br>1%          | 1<br>1%        | 1<br>1%        | 1<br>1%         | 0<br>0%        | 0<br>0%                    | 4<br>1%         | 0<br>0%                   | 1<br>1%        | 0<br>0%         |

TABLE 154 page 1

### Greatest Obstacles for Implementing a Diversity Strategy

32. What do you think are your company's greatest obstacles to implementing a diversity strategy?

|  | TOTAL       | -----REGION----- |            |             |              |              | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                 |                |
|--|-------------|------------------|------------|-------------|--------------|--------------|----------------------------|----------------|---------------------------|-----------------|----------------|
|  |             | Northeast        | Midwest    | South       | West         | Canada       | yes                        | no             | 2 - 4                     | 5 - 19          | 20+            |
|  | a           | b                | c          | d           | e            | f            | g                          | h              | i                         | j               | k              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers<br>(multiple answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%   | 38<br>100%   | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100%     | 62<br>100%     |
| not interested in implementing<br>a diversity and inclusion<br>strategy program                        | 76<br>18%   | 16<br>21%        | 16<br>21%  | 23<br>15%   | 13<br>16%    | 7<br>18%     | 12<br>10%                  | 63<br>20%<br>g | 27<br>19%                 | 31<br>19%       | 7<br>11%       |
| lack of a qualified staff<br>member to lead  | 60<br>14%   | 11<br>14%        | 16<br>21%  | 24<br>15%   | 6<br>7%<br>c | 3<br>8%      | 17<br>14%                  | 43<br>14%      | 11<br>8%                  | 33<br>20%<br>i  | 12<br>19%<br>i |
| lack of time   | 31<br>7%    | 5<br>7%          | 7<br>9%    | 14<br>9%    | 3<br>4%      | 2<br>5%      | 11<br>9%                   | 20<br>6%       | 8<br>6%                   | 15<br>9%        | 7<br>11%       |
| not sure where to begin  | 25<br>6%    | 6<br>8%          | 2<br>3%    | 11<br>7%    | 4<br>5%      | 2<br>5%      | 8<br>7%                    | 17<br>6%       | 5<br>4%                   | 12<br>7%        | 7<br>11%<br>i  |
| cost   | 16<br>4%    | 2<br>3%          | 4<br>5%    | 7<br>4%     | 1<br>1%      | 2<br>5%      | 8<br>7%                    | 8<br>3%<br>g   | 7<br>5%                   | 8<br>5%         | 1<br>2%        |
| resistance to change   | 11<br>3%    | 1<br>1%          | 2<br>3%    | 5<br>3%     | 3<br>4%      | 0<br>0%      | 2<br>2%                    | 9<br>3%        | 4<br>3%                   | 2<br>1%         | 4<br>6%<br>j   |
| other  | 111<br>26%  | 21<br>28%        | 21<br>28%  | 35<br>22%   | 26<br>31%    | 8<br>21%     | 35<br>29%                  | 76<br>25%      | 28<br>20%                 | 42<br>26%       | 22<br>35%<br>i |
| indicated at least one   | 285<br>66%  | 54<br>71%        | 54<br>71%  | 102<br>65%  | 50<br>60%    | 24<br>63%    | 79<br>65%                  | 205<br>66%     | 86<br>62%                 | 120<br>75%<br>i | 42<br>68%      |
| none   | 140<br>32%  | 21<br>28%        | 21<br>28%  | 54<br>34%   | 32<br>39%    | 12<br>32%    | 41<br>34%                  | 99<br>32%      | 53<br>38%                 | 40<br>25%<br>i  | 19<br>31%      |
| no answer  | 6<br>1%     | 1<br>1%          | 1<br>1%    | 1<br>1%     | 1<br>1%      | 2<br>5%<br>d | 1<br>1%                    | 5<br>2%        | 0<br>0%                   | 1<br>1%         | 1<br>2%        |

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### Actions Taken to Attract Diverse Job Candidates

33. Within the past two years, what actions, if any, has your company taken to attract and recruit diverse job candidates?

|  | TOTAL       | -----REGION----- |            |              |              |               | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|--------------|--------------|---------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South        | West         | Canada        | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d            | e            | f             | g                          | h               | i                         | j              | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers<br>(multiple answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%  | 83<br>100%   | 38<br>100%    | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| advertised openings on job<br>boards specifically dedicated<br>to minority audiences                   | 37<br>9%    | 6<br>8%          | 8<br>11%   | 17<br>11%    | 5<br>6%      | 1<br>3%       | 17<br>14%                  | 20<br>6%<br>g   | 6<br>4%                   | 18<br>11%<br>i | 11<br>18%<br>i  |
| featured minority employees in<br>company advertising  | 22<br>5%    | 3<br>4%          | 4<br>5%    | 6<br>4%      | 8<br>10%     | 1<br>3%       | 12<br>10%                  | 10<br>3%<br>g   | 3<br>2%                   | 8<br>5%        | 11<br>18%<br>ij |
| promoted company's commitment<br>to diversity training   | 18<br>4%    | 4<br>5%          | 3<br>4%    | 7<br>4%      | 3<br>4%      | 1<br>3%       | 6<br>5%                    | 12<br>4%        | 5<br>4%                   | 7<br>4%        | 5<br>8%         |
| promoted our company's diverse<br>workforce in consumer<br>advertising                                 | 17<br>4%    | 1<br>1%          | 0<br>0%    | 9<br>6%<br>c | 5<br>6%<br>c | 2<br>5%<br>c  | 6<br>5%                    | 11<br>4%        | 3<br>2%                   | 7<br>4%        | 6<br>10%<br>i   |
| other  | 37<br>9%    | 10<br>13%        | 7<br>9%    | 7<br>4%<br>b | 7<br>8%      | 6<br>16%<br>d | 18<br>15%                  | 19<br>6%<br>g   | 14<br>10%                 | 11<br>7%       | 5<br>8%         |
| indicated at least one   | 107<br>25%  | 20<br>26%        | 19<br>25%  | 36<br>23%    | 23<br>28%    | 9<br>24%      | 46<br>38%                  | 61<br>20%<br>g  | 29<br>21%                 | 43<br>27%      | 25<br>40%<br>ij |
| none   | 314<br>73%  | 56<br>74%        | 55<br>72%  | 118<br>75%   | 58<br>70%    | 26<br>68%     | 72<br>60%                  | 241<br>78%<br>g | 108<br>78%                | 113<br>70%     | 37<br>60%<br>i  |
| no answer  | 10<br>2%    | 0<br>0%          | 2<br>3%    | 3<br>2%      | 2<br>2%      | 3<br>8%<br>b  | 3<br>2%                    | 7<br>2%         | 2<br>1%                   | 5<br>3%        | 0<br>0%         |

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### Proportion of New Hires Being Non-White

34. Approximately what percent of your company's new hires in the past 2 years were not White?

|  | TOTAL       | -----REGION----- |            |              |               |               | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|--------------|---------------|---------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South        | West          | Canada        | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d            | e             | f             | g                          | h               | i                         | j              | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers (fill-in answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100%  | 83<br>100%    | 38<br>100%    | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| 100%   | 28<br>6%    | 4<br>5%          | 2<br>3%    | 8<br>5%      | 9<br>11%<br>c | 5<br>13%<br>c | 15<br>12%                  | 13<br>4%<br>g   | 14<br>10%                 | 11<br>7%       | 2<br>3%         |
| 75% - 99%  | 17<br>4%    | 2<br>3%          | 0<br>0%    | 8<br>5%<br>c | 7<br>8%<br>c  | 0<br>0%       | 6<br>5%                    | 10<br>3%        | 1<br>1%                   | 8<br>5%<br>i   | 7<br>11%<br>i   |
| 50% - 74%  | 40<br>9%    | 7<br>9%          | 4<br>5%    | 16<br>10%    | 11<br>13%     | 2<br>5%       | 17<br>14%                  | 23<br>7%<br>g   | 8<br>6%                   | 22<br>14%<br>i | 10<br>16%<br>i  |
| 25% - 49%  | 35<br>8%    | 6<br>8%          | 6<br>8%    | 18<br>11%    | 3<br>4%<br>d  | 2<br>5%       | 7<br>6%                    | 28<br>9%        | 3<br>2%                   | 16<br>10%<br>i | 15<br>24%<br>ij |
| 10% - 24%  | 39<br>9%    | 7<br>9%          | 8<br>11%   | 17<br>11%    | 6<br>7%       | 1<br>3%       | 10<br>8%                   | 29<br>9%        | 1<br>1%                   | 22<br>14%<br>i | 16<br>26%<br>ij |
| 1% - 9%  | 9<br>2%     | 2<br>3%          | 4<br>5%    | 2<br>1%      | 1<br>1%       | 0<br>0%       | 2<br>2%                    | 7<br>2%         | 1<br>1%                   | 3<br>2%        | 5<br>8%<br>ij   |
| none   | 241<br>56%  | 46<br>61%        | 46<br>61%  | 80<br>51%    | 44<br>53%     | 24<br>63%     | 56<br>46%                  | 185<br>60%<br>g | 104<br>75%                | 74<br>46%<br>i | 6<br>10%<br>ij  |
| mean:  | 19.5%       | 16.3%            | 10.1%      | 21.1%<br>c   | 28.0%<br>bc   | 19.6%         | 28.2%                      | 15.9%<br>g<br>i | 14.9%                     | 23.9%<br>i     | 34.1%<br>ij     |
| standard error:  | 1.53%       | 3.28%            | 2.50%      | 2.50%        | 4.11%         | 6.22%         | 3.43%                      | 1.61%<br>0%     | 2.84%<br>0%               | 2.52%<br>10%   | 3.58%<br>25%    |
| median:  | 0%          | 0%               | 0%         | 0%           | 0%            | 0%            | 4%                         | 0%              | 0%                        | 0%             | 0%              |
| no answer  | 22<br>5%    | 2<br>3%          | 6<br>8%    | 8<br>5%      | 2<br>2%       | 4<br>11%      | 8<br>7%                    | 14<br>5%        | 7<br>5%                   | 5<br>3%        | 1<br>2%         |

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### Actions Taken to Retain Diverse Employees

35. What, if any, actions is your company currently taking to retain diverse employees?

|  | TOTAL       | -----REGION----- |            |             |            |                  | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                 |                 |
|--|-------------|------------------|------------|-------------|------------|------------------|----------------------------|-----------------|---------------------------|-----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada           | yes                        | no              | 2 - 4                     | 5 - 19          | 20+             |
|  | a           | b                | c          | d           | e          | f                | g                          | h               | i                         | j               | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers<br>(multiple answers) | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100%       | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| creating a company culture<br>where diversity is valued  | 83<br>19%   | 16<br>21%        | 12<br>16%  | 33<br>21%   | 18<br>22%  | 4<br>11%         | 35<br>29%                  | 48<br>16%<br>g  | 19<br>14%                 | 31<br>19%       | 29<br>47%<br>ij |
| actively mentoring minority<br>employees   | 34<br>8%    | 7<br>9%          | 7<br>9%    | 9<br>6%     | 8<br>10%   | 3<br>8%          | 19<br>16%                  | 15<br>5%<br>g   | 5<br>4%                   | 16<br>10%<br>i  | 13<br>21%<br>ij |
| employing compensation<br>incentives (e.g., signing bonus)   | 25<br>6%    | 4<br>5%          | 3<br>4%    | 10<br>6%    | 5<br>6%    | 3<br>8%          | 10<br>8%                   | 15<br>5%        | 4<br>3%                   | 11<br>7%        | 9<br>15%<br>i   |
| investing in company-wide<br>diversity training programs   | 13<br>3%    | 2<br>3%          | 2<br>3%    | 4<br>3%     | 4<br>5%    | 1<br>3%          | 6<br>5%                    | 7<br>2%         | 3<br>2%                   | 4<br>2%         | 6<br>10%<br>ij  |
| other  | 35<br>8%    | 5<br>7%          | 7<br>9%    | 11<br>7%    | 11<br>13%  | 1<br>3%          | 13<br>11%                  | 21<br>7%        | 7<br>5%                   | 13<br>8%        | 7<br>11%        |
| indicated at least one   | 141<br>33%  | 25<br>33%        | 23<br>30%  | 54<br>34%   | 31<br>37%  | 8<br>21%         | 57<br>47%                  | 83<br>27%<br>g  | 34<br>24%                 | 55<br>34%       | 39<br>63%<br>ij |
| none   | 281<br>65%  | 51<br>67%        | 52<br>68%  | 100<br>64%  | 51<br>61%  | 26<br>68%        | 62<br>51%                  | 219<br>71%<br>g | 103<br>74%                | 102<br>63%<br>i | 23<br>37%<br>ij |
| no answer  | 9<br>2%     | 0<br>0%          | 1<br>1%    | 3<br>2%     | 1<br>1%    | 4<br>11%<br>bcde | 2<br>2%                    | 7<br>2%         | 2<br>1%                   | 4<br>2%         | 0<br>0%         |



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### Proportion Who Have Conducted Diversity Training

36. Has your company conducted any type of diversity training in the past 12 months?

|  | TOTAL       | -----REGION----- |            |             |                |            | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |             |                 |
|--|-------------|------------------|------------|-------------|----------------|------------|----------------------------|-------------|---------------------------|-------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada     | yes                        | no          | 2 - 4                     | 5 - 19      | 20+             |
|  | a           | b                | c          | d           | e              | f          | g                          | h           | i                         | j           | k               |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%     | 38<br>100% | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100% | 62<br>100%      |
| yes  | 40<br>9%    | 7<br>9%          | 8<br>11%   | 9<br>6%     | 12<br>14%<br>d | 4<br>11%   | 15<br>12%                  | 24<br>8%    | 14<br>10%                 | 12<br>7%    | 12<br>19%<br>j  |
| no   | 366<br>85%  | 66<br>87%        | 64<br>84%  | 136<br>87%  | 66<br>80%      | 33<br>87%  | 100<br>83%                 | 266<br>86%  | 120<br>86%                | 139<br>86%  | 43<br>69%<br>ij |
| not sure   | 21<br>5%    | 3<br>4%          | 3<br>4%    | 10<br>6%    | 4<br>5%        | 1<br>3%    | 4<br>3%                    | 17<br>6%    | 4<br>3%                   | 8<br>5%     | 7<br>11%<br>i   |
| no answer  | 4<br>1%     | 0<br>0%          | 1<br>1%    | 2<br>1%     | 1<br>1%        | 0<br>0%    | 2<br>2%                    | 2<br>1%     | 1<br>1%                   | 2<br>1%     | 0<br>0%         |

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### Proportion With Special Programs for Diverse Employees

37. Does your company currently have any special programs in place to develop, promote, and/or retain diverse employees?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |             |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|-------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19      | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j           | k          |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100% | 62<br>100% |
| yes  | 30<br>7%    | 5<br>7%          | 4<br>5%    | 12<br>8%    | 7<br>8%    | 2<br>5%    | 16<br>13%                  | 13<br>4%<br>g   | 11<br>8%                  | 10<br>6%    | 8<br>13%   |
| no   | 397<br>92%  | 71<br>93%        | 72<br>95%  | 142<br>90%  | 75<br>90%  | 36<br>95%  | 103<br>85%                 | 294<br>95%<br>g | 127<br>91%                | 150<br>93%  | 53<br>85%  |
| no answer  | 4<br>1%     | 0<br>0%          | 0<br>0%    | 3<br>2%     | 1<br>1%    | 0<br>0%    | 2<br>2%                    | 2<br>1%         | 1<br>1%                   | 1<br>1%     | 1<br>2%    |

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### Proportion Who Feel Special Programs Increase Profits

37a. If any, do you feel these special programs have helped to increase your company's profits?

|  | TOTAL      | -----REGION----- |           |            |           |           | MBE CERTIFIED/<br>ELIGIBLE |            | ---NUMBER OF EMPLOYEES--- |            |           |
|--|------------|------------------|-----------|------------|-----------|-----------|----------------------------|------------|---------------------------|------------|-----------|
|  |            | Northeast        | Midwest   | South      | West      | Canada    | yes                        | no         | 2 - 4                     | 5 - 19     | 20+       |
|  | a          | b                | c         | d          | e         | f         | g                          | h          | i                         | j          | k         |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers with special<br>diversity programs in place | 30<br>100% | 5<br>100%        | 4<br>100% | 12<br>100% | 7<br>100% | 2<br>100% | 16<br>100%                 | 13<br>100% | 11<br>100%                | 10<br>100% | 8<br>100% |
| yes  | 12<br>40%  | 1<br>20%         | 3<br>75%  | 4<br>33%   | 3<br>43%  | 1<br>50%  | 7<br>44%                   | 4<br>31%   | 6<br>55%                  | 4<br>40%   | 1<br>13%  |
| no   | 7<br>23%   | 1<br>20%         | 0<br>0%   | 4<br>33%   | 2<br>29%  | 0<br>0%   | 2<br>13%                   | 5<br>38%   | 2<br>18%                  | 4<br>40%   | 1<br>13%  |
| maybe  | 11<br>37%  | 3<br>60%         | 1<br>25%  | 4<br>33%   | 2<br>29%  | 1<br>50%  | 7<br>44%                   | 4<br>31%   | 3<br>27%                  | 2<br>20%   | 6<br>75%  |
| no answer  | 0<br>0%    | 0<br>0%          | 0<br>0%   | 0<br>0%    | 0<br>0%   | 0<br>0%   | 0<br>0%                    | 0<br>0%    | 0<br>0%                   | 0<br>0%    | 0<br>0%   |

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### Opinions of Statements: Agree Summary

38. What is your level of agreement or disagreement with each of these statements?

|   | TOTAL       | -----REGION----- |                |             |                 |               | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                 |                 |
|---|-------------|------------------|----------------|-------------|-----------------|---------------|----------------------------|-----------------|---------------------------|-----------------|-----------------|
|   |             | Northeast        | Midwest        | South       | West            | Canada        | yes                        | no              | 2 - 4                     | 5 - 19          | 20+             |
|   | a           | b                | c              | d           | e               | f             | g                          | h               | i                         | j               | k               |
| AGREE SUMMARY<br>(rated +1 or +2 on a 5-point scale where +2 = strongly agree and -2 = strongly disagree) |             |                  |                |             |                 |               |                            |                 |                           |                 |                 |
| base: pest control industry service providers, suppliers, or manufacturers                                | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100% | 83<br>100%      | 38<br>100%    | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%     | 62<br>100%      |
| my company's policies and procedures discourage discrimination  | 306<br>71%  | 50<br>66%        | 54<br>71%      | 115<br>73%  | 60<br>72%       | 26<br>68%     | 94<br>78%                  | 212<br>69%      | 88<br>63%                 | 131<br>81%<br>i | 57<br>92%<br>i  |
| diversity within pest control companies will occur naturally as the US population becomes more diverse    | 266<br>62%  | 49<br>64%        | 48<br>63%      | 101<br>64%  | 47<br>57%       | 20<br>53%     | 76<br>63%                  | 190<br>61%      | 82<br>59%                 | 114<br>71%<br>i | 41<br>66%       |
| employees of different backgrounds are encouraged to apply for higher positions within my company         | 197<br>46%  | 31<br>41%        | 32<br>42%      | 83<br>53%   | 34<br>41%       | 17<br>45%     | 72<br>60%                  | 125<br>40%<br>g | 52<br>37%                 | 86<br>53%<br>i  | 46<br>74%<br>ij |
| my company has done a good job providing training programs that promote multicultural understanding       | 169<br>39%  | 34<br>45%        | 28<br>37%      | 59<br>38%   | 32<br>39%       | 16<br>42%     | 59<br>49%                  | 110<br>36%<br>g | 62<br>45%                 | 57<br>35%       | 33<br>53%<br>j  |
| diversity training is just another example of political correctness gone wild                             | 136<br>32%  | 15<br>20%        | 29<br>38%<br>b | 47<br>30%   | 36<br>43%<br>bd | 9<br>24%<br>e | 42<br>35%                  | 93<br>30%       | 50<br>36%                 | 52<br>32%       | 17<br>27%       |
| diversity training is an important tool in meeting our company goals                                      | 106<br>25%  | 23<br>30%        | 20<br>26%      | 41<br>26%   | 12<br>14%<br>bd | 10<br>26%     | 37<br>31%                  | 69<br>22%       | 37<br>27%                 | 36<br>22%       | 20<br>32%       |
| indicated at least one  | 367<br>85%  | 64<br>84%        | 63<br>83%      | 137<br>87%  | 72<br>87%       | 30<br>79%     | 108<br>89%                 | 258<br>83%      | 114<br>82%                | 150<br>93%<br>i | 59<br>95%<br>i  |
| indicated none  | 64<br>15%   | 12<br>16%        | 13<br>17%      | 20<br>13%   | 11<br>13%       | 8<br>21%      | 13<br>11%                  | 51<br>17%       | 25<br>18%                 | 11<br>7%<br>i   | 3<br>5%<br>i    |

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### Opinions of Statements: Disagree Summary

38. What is your level of agreement or disagreement with each of these statements?

|  | TOTAL       | -----REGION----- |                |             |            |               | MBE CERTIFIED/<br>ELIGIBLE |             | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|----------------|-------------|------------|---------------|----------------------------|-------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest        | South       | West       | Canada        | yes                        | no          | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c              | d           | e          | f             | g                          | h           | i                         | j              | k               |
| DISAGREE SUMMARY<br>(rated -1 or -2 on a 5-point<br>scale where +2 = strongly agree<br>and -2 = strongly disagree) |             |                  |                |             |            |               |                            |             |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers                                   | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100% | 83<br>100% | 38<br>100%    | 121<br>100%                | 309<br>100% | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| diversity training is just<br>another example of political<br>correctness gone wild                                | 108<br>25%  | 25<br>33%        | 18<br>24%      | 36<br>23%   | 18<br>22%  | 10<br>26%     | 36<br>30%                  | 72<br>23%   | 33<br>24%                 | 39<br>24%      | 25<br>40%<br>ij |
| diversity training is an<br>important tool in meeting our<br>company goals   | 73<br>17%   | 8<br>11%         | 17<br>22%<br>b | 28<br>18%   | 18<br>22%  | 2<br>5%<br>ce | 21<br>17%                  | 51<br>17%   | 21<br>15%                 | 29<br>18%      | 13<br>21%       |
| my company has done a good job<br>providing training programs that<br>promote multicultural<br>understanding       | 38<br>9%    | 7<br>9%          | 8<br>11%       | 16<br>10%   | 7<br>8%    | 0<br>0%<br>cd | 8<br>7%                    | 29<br>9%    | 5<br>4%                   | 19<br>12%<br>i | 6<br>10%        |
| my company's policies and<br>procedures discourage<br>discrimination   | 32<br>7%    | 7<br>9%          | 7<br>9%        | 13<br>8%    | 5<br>6%    | 0<br>0%       | 8<br>7%                    | 23<br>7%    | 13<br>9%                  | 13<br>8%       | 1<br>2%<br>i    |
| diversity within pest control<br>companies will occur naturally<br>as the US population becomes<br>more diverse    | 27<br>6%    | 2<br>3%          | 6<br>8%        | 11<br>7%    | 8<br>10%   | 0<br>0%<br>e  | 9<br>7%                    | 17<br>6%    | 6<br>4%                   | 12<br>7%       | 4<br>6%         |
| employees of different<br>backgrounds are encouraged to<br>apply for higher positions<br>within my company         | 26<br>6%    | 6<br>8%          | 7<br>9%        | 6<br>4%     | 6<br>7%    | 1<br>3%       | 4<br>3%                    | 21<br>7%    | 10<br>7%                  | 8<br>5%        | 4<br>6%         |
| indicated at least one   | 198<br>46%  | 36<br>47%        | 38<br>50%      | 72<br>46%   | 39<br>47%  | 12<br>32%     | 64<br>53%                  | 133<br>43%  | 60<br>43%                 | 80<br>50%      | 35<br>56%       |
| indicated none   | 233<br>54%  | 40<br>53%        | 38<br>50%      | 85<br>54%   | 44<br>53%  | 26<br>68%     | 57<br>47%                  | 176<br>57%  | 79<br>57%                 | 81<br>50%      | 27<br>44%       |

TABLE 163 page 1

### Opinions of Statements: My Company's Policies and Procedures Discourage Discrimination

38. What is your level of agreement or disagreement with each of these statements?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                 |                |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|-----------------|----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19          | 20+            |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j               | k              |
| MY COMPANY'S POLICIES AND PROCEDURES DISCOURAGE DISCRIMINATION             |             |                  |            |             |            |            |                            |                 |                           |                 |                |
| base: pest control industry service providers, suppliers, or manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%     | 62<br>100%     |
| +2 - strongly agree  | 272<br>63%  | 46<br>61%        | 48<br>63%  | 101<br>64%  | 53<br>64%  | 24<br>63%  | 89<br>74%                  | 183<br>59%<br>g | 80<br>58%                 | 117<br>73%<br>i | 47<br>76%<br>i |
| +1   | 34<br>8%    | 4<br>5%          | 6<br>8%    | 14<br>9%    | 7<br>8%    | 2<br>5%    | 5<br>4%                    | 29<br>9%        | 8<br>6%                   | 14<br>9%        | 10<br>16%<br>i |
| 0  | 83<br>19%   | 18<br>24%        | 14<br>18%  | 25<br>16%   | 16<br>19%  | 10<br>26%  | 17<br>14%                  | 66<br>21%       | 34<br>24%                 | 15<br>9%<br>i   | 4<br>6%<br>i   |
| -1   | 3<br>1%     | 1<br>1%          | 0<br>0%    | 2<br>1%     | 0<br>0%    | 0<br>0%    | 1<br>1%                    | 2<br>1%         | 0<br>0%                   | 2<br>1%         | 1<br>2%        |
| -2 - strongly disagree   | 29<br>7%    | 6<br>8%          | 7<br>9%    | 11<br>7%    | 5<br>6%    | 0<br>0%    | 7<br>6%                    | 21<br>7%        | 13<br>9%                  | 11<br>7%        | 0<br>0%<br>ij  |
| mean:  | 1.2         | 1.1              | 1.2        | 1.3         | 1.3        | 1.4        | 1.4                        | 1.2<br>g        | 1.1                       | 1.4<br>i        | 1.7<br>ij      |
| standard error:  | 0.06        | 0.15             | 0.15       | 0.10        | 0.13       | 0.15       | 0.10                       | 0.07            | 0.11                      | 0.09            | 0.09           |
| no answer  | 10<br>2%    | 1<br>1%          | 1<br>1%    | 4<br>3%     | 2<br>2%    | 2<br>5%    | 2<br>2%                    | 8<br>3%         | 4<br>3%                   | 2<br>1%         | 0<br>0%        |

TABLE 164 page 1

**Opinions of Statements: My Company Has Done a Good Job Providing Training Programs that Promote Multicultural Understanding**

38. What is your level of agreement or disagreement with each of these statements?

|   | TOTAL       | -----REGION----- |              |             |                |              | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |                |                |
|---|-------------|------------------|--------------|-------------|----------------|--------------|----------------------------|----------------|---------------------------|----------------|----------------|
|   |             | Northeast        | Midwest      | South       | West           | Canada       | yes                        | no             | 2 - 4                     | 5 - 19         | 20+            |
|   | a           | b                | c            | d           | e              | f            | g                          | h              | i                         | j              | k              |
| MY COMPANY HAS DONE A GOOD JOB PROVIDING TRAINING PROGRAMS THAT PROMOTE MULTICULTURAL UNDERSTANDING |             |                  |              |             |                |              |                            |                |                           |                |                |
| base: pest control industry service providers, suppliers, or manufacturers                          | 431<br>100% | 76<br>100%       | 76<br>100%   | 157<br>100% | 83<br>100%     | 38<br>100%   | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100%    | 62<br>100%     |
| +2 - strongly agree   | 111<br>26%  | 19<br>25%        | 23<br>30%    | 39<br>25%   | 18<br>22%      | 12<br>32%    | 44<br>36%                  | 67<br>22%<br>g | 35<br>25%                 | 40<br>25%      | 20<br>32%      |
| +1  | 58<br>13%   | 15<br>20%        | 5<br>7%<br>b | 20<br>13%   | 14<br>17%<br>c | 4<br>11%     | 15<br>12%                  | 43<br>14%      | 27<br>19%                 | 17<br>11%<br>i | 13<br>21%<br>j |
| 0   | 213<br>49%  | 35<br>46%        | 39<br>51%    | 77<br>49%   | 41<br>49%      | 20<br>53%    | 52<br>43%                  | 161<br>52%     | 68<br>49%                 | 82<br>51%      | 23<br>37%      |
| -1  | 14<br>3%    | 4<br>5%          | 2<br>3%      | 7<br>4%     | 1<br>1%        | 0<br>0%      | 5<br>4%                    | 9<br>3%        | 1<br>1%                   | 10<br>6%<br>i  | 3<br>5%        |
| -2 - strongly disagree  | 24<br>6%    | 3<br>4%          | 6<br>8%      | 9<br>6%     | 6<br>7%        | 0<br>0%      | 3<br>2%                    | 20<br>6%       | 4<br>3%                   | 9<br>6%        | 3<br>5%        |
| mean:   | 0.5         | 0.6              | 0.5          | 0.5         | 0.5            | 0.8          | 0.8                        | 0.4<br>g       | 0.7                       | 0.4            | 0.7            |
| standard error:   | 0.05        | 0.12             | 0.14         | 0.09        | 0.12           | 0.15         | 0.10                       | 0.06           | 0.08                      | 0.09           | 0.14           |
| no answer   | 11<br>3%    | 0<br>0%          | 1<br>1%      | 5<br>3%     | 3<br>4%        | 2<br>5%<br>b | 2<br>2%                    | 9<br>3%        | 4<br>3%                   | 3<br>2%        | 0<br>0%        |

TABLE 165 page 1

### Opinions of Statements: Employees of Different Backgrounds Are Encouraged to Apply for Higher Positions Within My Company

38. What is your level of agreement or disagreement with each of these statements?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |                 |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|----------------|-----------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19         | 20+             |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j              | k               |
| EMPLOYEES OF DIFFERENT<br>BACKGROUNDS ARE ENCOURAGED TO<br>APPLY FOR HIGHER POSITIONS<br>WITHIN MY COMPANY |             |                  |            |             |            |            |                            |                 |                           |                |                 |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers                           | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100%      |
| +2 - strongly agree  | 146<br>34%  | 23<br>30%        | 24<br>32%  | 62<br>39%   | 24<br>29%  | 13<br>34%  | 56<br>46%                  | 90<br>29%<br>g  | 40<br>29%                 | 67<br>42%<br>i | 28<br>45%<br>i  |
| +1   | 51<br>12%   | 8<br>11%         | 8<br>11%   | 21<br>13%   | 10<br>12%  | 4<br>11%   | 16<br>13%                  | 35<br>11%       | 12<br>9%                  | 19<br>12%      | 18<br>29%<br>ij |
| 0  | 196<br>45%  | 38<br>50%        | 36<br>47%  | 62<br>39%   | 41<br>49%  | 18<br>47%  | 43<br>36%                  | 153<br>50%<br>g | 72<br>52%                 | 65<br>40%<br>i | 12<br>19%<br>ij |
| -1   | 8<br>2%     | 3<br>4%          | 3<br>4%    | 2<br>1%     | 0<br>0%    | 0<br>0%    | 2<br>2%                    | 6<br>2%         | 4<br>3%                   | 2<br>1%        | 2<br>3%         |
| -2 - strongly disagree   | 18<br>4%    | 3<br>4%          | 4<br>5%    | 4<br>3%     | 6<br>7%    | 1<br>3%    | 2<br>2%                    | 15<br>5%        | 6<br>4%                   | 6<br>4%        | 2<br>3%         |
| mean:  | 0.7         | 0.6              | 0.6        | 0.9         | 0.6<br>d   | 0.8        | 1.0                        | 0.6<br>g        | 0.6                       | 0.9<br>i       | 1.1<br>i        |
| standard error:  | 0.05        | 0.13             | 0.13       | 0.09        | 0.13       | 0.17       | 0.09                       | 0.06            | 0.09                      | 0.09           | 0.13            |
| no answer  | 12<br>3%    | 1<br>1%          | 1<br>1%    | 6<br>4%     | 2<br>2%    | 2<br>5%    | 2<br>2%                    | 10<br>3%        | 5<br>4%                   | 2<br>1%        | 0<br>0%         |



TABLE 166 page 1

### Opinions of Statements: Diversity Within Pest Control Companies Will Occur Naturally As the US Population Becomes More Diverse

38. What is your level of agreement or disagreement with each of these statements?

|  | TOTAL       | -----REGION----- |            |             |            |            | MBE CERTIFIED/<br>ELIGIBLE |                 | ---NUMBER OF EMPLOYEES--- |                |            |
|--|-------------|------------------|------------|-------------|------------|------------|----------------------------|-----------------|---------------------------|----------------|------------|
|  |             | Northeast        | Midwest    | South       | West       | Canada     | yes                        | no              | 2 - 4                     | 5 - 19         | 20+        |
|  | a           | b                | c          | d           | e          | f          | g                          | h               | i                         | j              | k          |
| DIVERSITY WITHIN PEST CONTROL COMPANIES WILL OCCUR NATURALLY AS THE US POPULATION BECOMES MORE DIVERSE |             |                  |            |             |            |            |                            |                 |                           |                |            |
| base: pest control industry service providers, suppliers, or manufacturers                             | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100% | 38<br>100% | 121<br>100%                | 309<br>100%     | 139<br>100%               | 161<br>100%    | 62<br>100% |
| +2 - strongly agree  | 152<br>35%  | 31<br>41%        | 27<br>36%  | 57<br>36%   | 24<br>29%  | 13<br>34%  | 52<br>43%                  | 100<br>32%<br>g | 48<br>35%                 | 66<br>41%      | 24<br>39%  |
| +1   | 114<br>26%  | 18<br>24%        | 21<br>28%  | 44<br>28%   | 23<br>28%  | 7<br>18%   | 24<br>20%                  | 90<br>29%<br>g  | 34<br>24%                 | 48<br>30%      | 17<br>27%  |
| 0  | 127<br>29%  | 23<br>30%        | 21<br>28%  | 41<br>26%   | 26<br>31%  | 16<br>42%  | 34<br>28%                  | 93<br>30%       | 47<br>34%                 | 32<br>20%<br>i | 17<br>27%  |
| -1   | 13<br>3%    | 1<br>1%          | 4<br>5%    | 5<br>3%     | 3<br>4%    | 0<br>0%    | 5<br>4%                    | 8<br>3%         | 3<br>2%                   | 7<br>4%        | 3<br>5%    |
| -2 - strongly disagree   | 14<br>3%    | 1<br>1%          | 2<br>3%    | 6<br>4%     | 5<br>6%    | 0<br>0%    | 4<br>3%                    | 9<br>3%         | 3<br>2%                   | 5<br>3%        | 1<br>2%    |
| mean:  | 0.9         | 1.0              | 0.9        | 0.9         | 0.7        | 0.9        | 1.0                        | 0.9             | 0.9                       | 1.0            | 1.0        |
| standard error:  | 0.05        | 0.11             | 0.12       | 0.09        | 0.12       | 0.15       | 0.10                       | 0.06            | 0.09                      | 0.08           | 0.13       |
| no answer  | 11<br>3%    | 2<br>3%          | 1<br>1%    | 4<br>3%     | 2<br>2%    | 2<br>5%    | 2<br>2%                    | 9<br>3%         | 4<br>3%                   | 3<br>2%        | 0<br>0%    |

TABLE 167 page 1

### Opinions of Statements: Diversity Training Is Just Another Example of Political Correctness Gone Wild

38. What is your level of agreement or disagreement with each of these statements?

|   | TOTAL       | -----REGION----- |            |             |                 |               | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |             |                |
|---|-------------|------------------|------------|-------------|-----------------|---------------|----------------------------|----------------|---------------------------|-------------|----------------|
|   |             | Northeast        | Midwest    | South       | West            | Canada        | yes                        | no             | 2 - 4                     | 5 - 19      | 20+            |
|   | a           | b                | c          | d           | e               | f             | g                          | h              | i                         | j           | k              |
| DIVERSITY TRAINING IS JUST<br>ANOTHER EXAMPLE OF POLITICAL<br>CORRECTNESS GONE WILD |             |                  |            |             |                 |               |                            |                |                           |             |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers    | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%      | 38<br>100%    | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100% | 62<br>100%     |
| +2 - strongly agree   | 94<br>22%   | 10<br>13%        | 19<br>25%  | 31<br>20%   | 28<br>34%<br>bd | 6<br>16%<br>e | 37<br>31%                  | 56<br>18%<br>g | 37<br>27%                 | 36<br>22%   | 11<br>18%      |
| +1  | 42<br>10%   | 5<br>7%          | 10<br>13%  | 16<br>10%   | 8<br>10%        | 3<br>8%       | 5<br>4%                    | 37<br>12%<br>g | 13<br>9%                  | 16<br>10%   | 6<br>10%       |
| 0   | 177<br>41%  | 35<br>46%        | 28<br>37%  | 70<br>45%   | 27<br>33%       | 17<br>45%     | 41<br>34%                  | 136<br>44%     | 52<br>37%                 | 68<br>42%   | 20<br>32%      |
| -1  | 45<br>10%   | 11<br>14%        | 7<br>9%    | 15<br>10%   | 7<br>8%         | 4<br>11%      | 10<br>8%                   | 35<br>11%      | 11<br>8%                  | 21<br>13%   | 10<br>16%      |
| -2 - strongly disagree  | 63<br>15%   | 14<br>18%        | 11<br>14%  | 21<br>13%   | 11<br>13%       | 6<br>16%      | 26<br>21%                  | 37<br>12%<br>g | 22<br>16%                 | 18<br>11%   | 15<br>24%<br>j |
| mean:   | 0.1         | -0.2             | 0.3<br>b   | 0.1         | 0.4<br>b        | 0.0           | 0.1                        | 0.1            | 0.2                       | 0.2         | -0.2<br>i      |
| standard error:   | 0.06        | 0.14             | 0.15       | 0.10        | 0.16            | 0.21          | 0.14                       | 0.07           | 0.12                      | 0.10        | 0.18           |
| no answer   | 10<br>2%    | 1<br>1%          | 1<br>1%    | 4<br>3%     | 2<br>2%         | 2<br>5%       | 2<br>2%                    | 8<br>3%        | 4<br>3%                   | 2<br>1%     | 0<br>0%        |

TABLE 168 page 1

### Opinions of Statements: Diversity Training Is An Important Tool in Meeting Our Company Goals

38. What is your level of agreement or disagreement with each of these statements?

|  | TOTAL       | -----REGION----- |            |             |                |               | MBE CERTIFIED/<br>ELIGIBLE |               | ---NUMBER OF EMPLOYEES--- |               |                |
|--|-------------|------------------|------------|-------------|----------------|---------------|----------------------------|---------------|---------------------------|---------------|----------------|
|  |             | Northeast        | Midwest    | South       | West           | Canada        | yes                        | no            | 2 - 4                     | 5 - 19        | 20+            |
|  | a           | b                | c          | d           | e              | f             | g                          | h             | i                         | j             | k              |
| DIVERSITY TRAINING IS AN<br>IMPORTANT TOOL IN MEETING OUR<br>COMPANY GOALS       |             |                  |            |             |                |               |                            |               |                           |               |                |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100% | 157<br>100% | 83<br>100%     | 38<br>100%    | 121<br>100%                | 309<br>100%   | 139<br>100%               | 161<br>100%   | 62<br>100%     |
| +2 - strongly agree  | 49<br>11%   | 12<br>16%        | 7<br>9%    | 18<br>11%   | 5<br>6%<br>b   | 7<br>18%<br>e | 22<br>18%                  | 27<br>9%<br>g | 23<br>17%                 | 14<br>9%<br>i | 5<br>8%        |
| +1   | 57<br>13%   | 11<br>14%        | 13<br>17%  | 23<br>15%   | 7<br>8%        | 3<br>8%       | 15<br>12%                  | 42<br>14%     | 14<br>10%                 | 22<br>14%     | 15<br>24%<br>i |
| 0  | 240<br>56%  | 44<br>58%        | 38<br>50%  | 82<br>52%   | 51<br>61%      | 24<br>63%     | 60<br>50%                  | 180<br>58%    | 77<br>55%                 | 93<br>58%     | 29<br>47%      |
| -1   | 24<br>6%    | 4<br>5%          | 8<br>11%   | 8<br>5%     | 4<br>5%        | 0<br>0%<br>c  | 8<br>7%                    | 16<br>5%      | 8<br>6%                   | 10<br>6%      | 6<br>10%       |
| -2 - strongly disagree   | 49<br>11%   | 4<br>5%          | 9<br>12%   | 20<br>13%   | 14<br>17%<br>b | 2<br>5%       | 13<br>11%                  | 35<br>11%     | 13<br>9%                  | 19<br>12%     | 7<br>11%       |
| mean:  | 0.1         | 0.3              | 0.0        | 0.1         | -0.2<br>b      | 0.4<br>e      | 0.2                        | 0.0           | 0.2                       | 0.0           | 0.1            |
| standard error:  | 0.05        | 0.11             | 0.12       | 0.09        | 0.11           | 0.17          | 0.11                       | 0.06          | 0.09                      | 0.08          | 0.13           |
| no answer  | 12<br>3%    | 1<br>1%          | 1<br>1%    | 6<br>4%     | 2<br>2%        | 2<br>5%       | 3<br>2%                    | 9<br>3%       | 4<br>3%                   | 3<br>2%       | 0<br>0%        |

TABLE 169 page 1

### Geographic Distribution

|  | TOTAL       | -----REGION----- |                |                 |                  |                    | MBE CERTIFIED/<br>ELIGIBLE |                | ---NUMBER OF EMPLOYEES--- |             |                |
|--|-------------|------------------|----------------|-----------------|------------------|--------------------|----------------------------|----------------|---------------------------|-------------|----------------|
|  |             | Northeast        | Midwest        | South           | West             | Canada             | yes                        | no             | 2 - 4                     | 5 - 19      | 20+            |
|  | a           | b                | c              | d               | e                | f                  | g                          | h              | i                         | j           | k              |
| base: pest control industry<br>service providers, suppliers, or<br>manufacturers | 431<br>100% | 76<br>100%       | 76<br>100%     | 157<br>100%     | 83<br>100%       | 38<br>100%         | 121<br>100%                | 309<br>100%    | 139<br>100%               | 161<br>100% | 62<br>100%     |
| NORTHEAST:   |             |                  |                |                 |                  |                    |                            |                |                           |             |                |
| New England<br>(CT, MA, ME, NH, RI, VT)  | 30<br>7%    | 30<br>39%        | 0<br>0%<br>b   | 0<br>0%<br>b    | 0<br>0%<br>b     | 0<br>0%<br>b       | 10<br>8%                   | 20<br>6%       | 12<br>9%                  | 10<br>6%    | 4<br>6%        |
| Middle Atlantic<br>(NJ, NY, PA)  | 46<br>11%   | 46<br>61%        | 0<br>0%<br>b   | 0<br>0%<br>b    | 0<br>0%<br>b     | 0<br>0%<br>b       | 14<br>12%                  | 32<br>10%      | 16<br>12%                 | 19<br>12%   | 4<br>6%        |
| MIDWEST:   |             |                  |                |                 |                  |                    |                            |                |                           |             |                |
| East North Central<br>(IL, IN, MI, OH, WI)                                       | 40<br>9%    | 0<br>0%          | 40<br>53%<br>b | 0<br>0%<br>c    | 0<br>0%<br>c     | 0<br>0%<br>c       | 10<br>8%                   | 30<br>10%      | 11<br>8%                  | 16<br>10%   | 5<br>8%        |
| West North Central<br>(IA, KS, MN, MO, NE, ND, SD)                               | 36<br>8%    | 0<br>0%          | 36<br>47%<br>b | 0<br>0%<br>c    | 0<br>0%<br>c     | 0<br>0%<br>c       | 4<br>3%                    | 32<br>10%<br>g | 7<br>5%                   | 17<br>11%   | 5<br>8%        |
| SOUTH:   |             |                  |                |                 |                  |                    |                            |                |                           |             |                |
| South Atlantic<br>(DC, DE, FL, GA, MD, NC,<br>PR/VI, SC, VA, WV)                 | 85<br>20%   | 0<br>0%          | 0<br>0%        | 85<br>54%<br>bc | 0<br>0%<br>d     | 0<br>0%<br>d       | 31<br>26%                  | 53<br>17%<br>g | 24<br>17%                 | 30<br>19%   | 18<br>29%      |
| East South Central<br>(AL, KY, MS, TN)   | 21<br>5%    | 0<br>0%          | 0<br>0%        | 21<br>13%<br>bc | 0<br>0%<br>d     | 0<br>0%<br>d       | 6<br>5%                    | 15<br>5%       | 3<br>2%                   | 6<br>4%     | 8<br>13%<br>ij |
| West South Central<br>(AR, LA, OK, TX)   | 51<br>12%   | 0<br>0%          | 0<br>0%        | 51<br>32%<br>bc | 0<br>0%<br>d     | 0<br>0%<br>d       | 8<br>7%                    | 43<br>14%<br>g | 15<br>11%                 | 23<br>14%   | 2<br>3%<br>j   |
| WEST:  |             |                  |                |                 |                  |                    |                            |                |                           |             |                |
| Mountain<br>(AZ, CO, ID, MT, NM, NV,<br>UT, WY)                                  | 36<br>8%    | 0<br>0%          | 0<br>0%        | 0<br>0%         | 36<br>43%<br>bcd | 0<br>0%<br>e       | 12<br>10%                  | 24<br>8%       | 14<br>10%                 | 14<br>9%    | 6<br>10%       |
| Pacific<br>(AK, CA, HI, OR, WA)  | 47<br>11%   | 0<br>0%          | 0<br>0%        | 0<br>0%         | 47<br>57%<br>bcd | 0<br>0%<br>e       | 21<br>17%                  | 26<br>8%<br>g  | 20<br>14%                 | 14<br>9%    | 8<br>13%       |
| Canada   | 38<br>9%    | 0<br>0%          | 0<br>0%        | 0<br>0%         | 0<br>0%          | 38<br>100%<br>bcde | 5<br>4%                    | 33<br>11%<br>g | 16<br>12%                 | 12<br>7%    | 2<br>3%        |
| unknown  | 1<br>0%     | 0<br>0%          | 0<br>0%        | 0<br>0%         | 0<br>0%          | 0<br>0%            | 0<br>0%                    | 1<br>0%        | 1<br>1%                   | 0<br>0%     | 0<br>0%        |

Columns tested at 95% significance level: bcdef gh ijk