

MAY 2014

PPC **LIVE** 75



MANCHESTER 21 MAY 2014



Bed bugs:
'sharing the love'



SGARs:
stewardship or bust?



IRM yourselves
against resistance



Jonathan Peck:
a celebration

Professional Pest Controller:
the journal of the UK pest management industry

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Networking events

PPC LIVE

MANCHESTER 21 MAY 2014

www.ppclive.org

11th Fumigation and Pheromones Conference

2-4 June / Krakow, Poland

www.insectslimited.com

8th International Conference on Urban Pests

22-23 July, Zurich, Switzerland

www.icup2014.ch



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www.pestex.org

BPCA Regional Training Forums

BPCA is running a series of Regional Training Forums around the UK designed to help your business compete, and keep you and your staff up to date. Each meeting is worth approximately 4 CPD points.

See the full list of dates/venues, and book your place at www.bpca.org.uk/events

Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you.

www.bpca.org.uk/online

Online learning	Member cost (exc. VAT)	Non-member cost (exc. VAT)	
Individual modules	Principles of pest control	£100	£100
	Birds	per module	per module
	Insects	per module	per module
	Mammals	per year	per year
	Rodents	per year	per year
All modules	£300 per year	£500 per year	

Training

BPCA's training courses and examinations are run throughout the year at venues all around the UK.

Full 2014 training calendar
www.bpca.org.uk/training
...and in PPC76

Examinations	2014 dates	Venue	Member cost (exc. VAT)	Non-member cost (exc. VAT)
RSPH/BPCA Level 2 Award in Pest Management Exams can be arranged to suit other requirements at the discretion of BPCA, minimum of six candidates, there may be an additional cost.	27 June 25 July 22 August 12 September 26 September 24 October 28 November 12 December	Berkshire BPCA offices, Derby BPCA offices, Derby University of Warwick, Coventry London (West) North Essex University of Warwick, Coventry	£135	£150
More dates and venues are on the BPCA website.				
BPCA Accredited Technician in Pest Control	2 September 18 November	BPCA offices, Derby	£225	£305
BPCA Certificate in Bird Management	Register interest		£90	£105
BPCA Fumigation Diploma	Register interest		£125	£145
BPCA Fumigation Certificate of Proficiency	Register interest		£210	£265
BPCA Certificated Field Biologist	10 June 15 October	BPCA offices, Derby	£285	£390

Courses	PROMPT CPD	2014 dates	Venue	Member cost (exc. VAT)	Non-member cost (exc. VAT)
Modular Pest Control Course	30	12 Jun - 11 Jul 16 Oct - 14 Nov	BPCA offices, Derby	£725	£925
General Pest Control (residential) *	24	7-12 September 7-12 December	University of Warwick, Coventry University of Warwick, Coventry	£875	£1045
Bed Bug Control	12	16 September	BPCA offices, Derby	£165	£195
Urban Bird Control and Management	20	Register interest	BPCA offices, Derby	£165	£195
So you want to be a Field Biologist?	8	14 October	BPCA offices, Derby	£165	£195
Heat Treatment Technicians	22	Register interest		£300	£365
Pest Control Awareness for Administrators	8	30 September	BPCA offices, Derby	£165	£195
Insect Classification and Identification	10	Register interest		£165	£195
5 Day Fumigation	30	19-23 May	BPCA offices, Derby	£875	£1045
Stored Product Inspection and Control	10	Register interest		£165	£195
Starting Out in Pest Control	8	3 June 23 September	BPCA offices, Derby	£165	£195
How to Sell in the Pest Control Industry	2	7-8 October	BPCA offices, Derby	£300	£365

Venue details provisional and may change, please check the BPCA website before booking.

* includes full-board accommodation, BPCA/RSPH Level 2 Award in Pest Management exam fee and six weeks access to the BPCA Online Learning programme prior to the course.

Book by calling 01332 225 113 or via www.bpca.org.uk/training

BPCA reserves the right to cancel a course if insufficient bookings have been received. Delegates will be offered an alternative date or a full refund of the course fee. BPCA will not be liable for any costs incurred by the delegates.



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British Pest Control Association
4A Mallard Way, Pride Park, Derby, DE24 8GX

Telephone 01332 294 288 Facsimile 01332 225 101
Email enquiry@bpca.org.uk Website www.bpca.org.uk

PPC

ppconline.org

Editor
Content team
Advertising
Design

Simon Forrester editor@ppconline.org
Laurence Barnard, Natalie Bungay, Richard Moseley, Kevin Higgins, Simon Forrester
Laurence Barnard laurence@bpca.org.uk


Ken Davidson, Davidson IGD
www.davidson-igd.co.uk

CPD for 2014: 2 points



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www.parasitec.org

The best of times?

In the interests of bettering myself, I decided to read some classic books, and have just started reading the Dickens classic: 'A Tale of Two Cities' which starts with:

“It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair, we had everything before us, we had nothing before us, we were all going direct to Heaven, we were all going direct the other way...”

Which seemed particularly apt at the moment. Our industry faces some real threats, from regulators who seem to think the products we use are worse than anthrax, to the 'unprofessional' users who risk harm to people and the environment through incorrect use of those self-same products.

BPCA has worked hard over recent months to head off these threats, but as an individual pest controller in a shifting landscape, it's easy to lose sight of what is and is not allowed, and what legislation or label changes may be coming over the horizon.

Which is why understanding exactly what the future holds for your business is so important. That's why BPCA has launched PPC Live – a show that will bring together the burning issues of the day with expert speakers and the latest products, all under one roof. In advance of the show, this issue of PPC magazine takes readers on a whistle-stop tour round some acronyms from IRM to IWM, via SGARs and IPM. We hope you enjoy it – I hope to see you at PPC Live on 21 May.

Finally, I wanted to say something about Jonathan Peck. While I knew when I joined the industry that JP was something special, I only realised the full extent of his involvement in and leadership of our sector when I attended his memorial a few weeks ago. He was, to my mind, unique – a man whose passion for our industry was backed by huge resources and a desire to effect change for the good of all. On the train home I considered: who will take JP's place? He can't be replaced, that is clear. But can his legacy be taken forward? I think it's down to us all to take up the challenge. This is a time of great change, and we have the opportunity to capitalise on it.



Simon Forrester
BPCA chief executive
simon@bpca.org.uk



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Online CPDs in PPC



BPCA provides at least one article in every issue of PPC as an online CPD quiz. Look out for the ONLINE CPD logo on the relevant page of the magazine, and in the contents list above.

At least two points are given for each quiz, and we even pass your results to BASIS for free within a few days – the only people in the industry to do this!

To access this unique benefit, simply join the BPCA Affiliate Scheme via www.bpca.org.uk/affiliate



BPCA at UK's largest FM event

The Facilities Show taking place on 17-19 June, is set to be one of the biggest ever UK FM events. Previously held at Birmingham's NEC, the show organisers (UBM Live) have decided to relocate to London's ExCel exhibition centre (the home of PestEx), in a bid to increase footfall. UBM Live Group Event Manager, Fergus Bird explains "With over 350 companies exhibiting, not to mention another 1,100 companies involved in the co-located security, fire safety, H&S, service management and energy events, the Facilities Show will be the biggest it's ever been." Fergus added "our pre-registration numbers have rocketed more than 40% on this time last year and we have invested heavily in the move, so it promises to be a really special affair."

One of the exhibitors will be BPCA, exhibiting on behalf of our membership. BPCA Marketing Officer Laurence Barnard commented "BPCA exhibits at this sort of event to promote the use of our members and educate Facilities Managers and key decision



makers on the importance of effective, professional pest control". Laurence added "during the shows we usually advise a number of large organisations on their pest control contracts and tenders, as well as heavily promoting alexo magazine as an essential facilities manager's resource."

Other exhibitors at the show include BPCA members Cleankill Environmental Services, Mitie, Merlin Environmental Solutions and NBC Bird & Pest Solutions to name a few. Why not visit the show and come to see us – we can also offer support if you are thinking of exhibiting.

www.facilitiesshow.com

Mark Wiseman joins SX Environmental



SX Environmental is pleased to announce that Mark Wiseman has joined the brand in the role of General Manager. Mark's background includes 12 years direct hands-on experience in Integrated Pest

Management with brands such as Rentokil and Cannon, as well as extensive wider business management making him the ideal choice to support the growth of the SX Environmental brand as it continues to expand. Mark commented "It's a really exciting time to join the business, as it benefits from further investment which will allow us to offer even more innovative services, technical support and leading products to our customers." Mark added "The SX brand is well known in the industry for supporting its customers and I'm looking forward to helping customers grow their businesses with even greater levels of technical and sales support."

Rich Ardron, Business Development Manager commented "We're thrilled to have Mark as part of the team, his experience is second to none and his enthusiasm for developing leading solutions for customers is well known throughout the industry."

www.sxenv.co.uk



Rokill boss handed Royal Warrant honour

Alec McQuin, MD of Ringwood-based Rokill has been appointed national president of the Royal Warrant Holders Association. Alec was handed the chain of office at the association's AGM at St James Palace, in the association's 174th year. Royal Warrants are issued by The Queen, Duke of Edinburgh and the Prince of Wales to companies providing goods or services to the Royal household. Suppliers must demonstrate excellence and a track record of supply for

a minimum of five years.

The 850 companies with a Royal Warrant can display the Royal coat of arms and use the words "By Royal Appointment." Alec, who has been instrumental in the formation of the local Highgrove Royal Warrant Holders Association said: "I am very proud that Rokill has worked with the Royal household since 1984 and being awarded the Queen's Royal Warrant is one of the company's greatest achievements."

www.rokill.co.uk

Welcome to 1 Env Solutions

Former SX Environmental company owner Richard Lunn has launched a new distribution company called 1Env Solutions. This new BPCA Member is based in the South East of England and will sell professional products to the whole of the industry. Richard explains "Not only will we be developing our own professional products, and bringing together some of the best inventions from around the world, but we'll also be delivering a first class service to all customers. We're hoping with all of these attributes combined, we will build a company with a brand that the industry can trust."

After some time away from industry Richard was undecided as to what to do going forward. On a visit to Eurocido 2014 in Germany, he was overwhelmed by the very positive reaction and support he had for his potential new distribution company.

If you want to find out for about 1Env Solutions you can visit them on stand 5 at PPC Live, 21 May. www.1env.co.uk



Bower Products plans to expand

EFK and UV lamp manufacturer Bower Products has appointed Mike Brooks as its new Business Development Manager.

From being a technician, salesman and regional manager, most recently with Green Compliance, Mike has worked in the pest control industry since 1980 and brings a wealth of experience to his new post. Mike explains "I was ready for a new challenge and wanted to return to sales where I could use my skills and experience with a company with a good reputation." Mike continues "Bower has an excellent reputation for top quality competitively priced products. From economy to top of the range, their products not only offer value for money but are built to 'do the job'. Bower also understands the need for prompt deliveries and quality servicing."

Meet Mike on the Bower stand at PPC Live, contact sales@bower.co.uk or 0208 903 0983 www.bower.co.uk



NEWS IN BRIEF

PestForce sold to Ecocleen

In March the parent company of pest control franchise operation PestForce was sold to Henley-based Ecocleen. The service will continue to operate under the existing brand.

Raymond Harrop to retire

Killgerm's Raymond Harrop has announced his intention to retire after 47 years in the sector. His role will be taken up in June by Paul Wood. Raymond will remain a non-exec director of the Killgerm Group.

AluPhos Qualification reaches final hurdle

The first candidate to pass the RSPH Level 2 in Safe use of Aluminium Phosphide is Simon MacSorley of pe.st – well done Simon!

Exosect model change

Winchester's Exosect are changing their business model. This means products including Exosex SPTab and CLTab will be produced by third parties under licence.

Stamp of Approval for Bell



The work of (among others) Bell Laboratories is celebrated on a new set of stamps for South Georgia, commemorating the successful project to rid the islands of rodents, and protect rare seabird colonies.

OBE for Jukes

CIEH Chief Executive Graham Jukes collected his OBE from Buckingham Palace on 14 March. The honour was awarded in the New Year's Honours list for services to environmental health, and was presented by Prince Charles.

BPCA welcomes two new members of staff...

Mandy McCarthy-Ward Training Manager

Mandy joins us from Ashmere, a large chain of care homes where she was the Training Manager for just over two years. Prior to that she has been a City & Guilds Trainer and

Assessor, an Internal Verifier and NVQ Assessor in higher education, an implementation consultant for training IT systems, and even ran her own successful training consultancy business for ten years. Mandy said "I'm genuinely excited and looking forward to the opportunity that lays ahead. I'm lucky in that, I have a great starting point as BPCA is one of the leading pest control training providers in the UK. However I believe I have the skills and experience required to further improve the BPCA training offering to the benefit of our membership."



Lauren Carter, Events Officer



Lauren graduated from Sheffield Hallam University with a first class honours degree in Hospitality Business Management,

specialising in conferences and events. Since then she has worked for Hallmark Hotels Group in Derby, after being promoted she left as Events Manager, and joined the University of Derby as Senior Conference Coordinator, responsible for the management and administration of large conferences and events. Lauren commented "I'm delighted to have joined the Association. I was drawn to the job by the range and professionalism of BPCA's events schedule. I look forward to getting to know everyone in the industry, starting with PPC Live".

www.bpca.org.uk



On 4 March in York, the Steering Group of the Second-Generation Anticoagulant Rodenticide (SGAR) Stewardship Regime met the government Oversight Group, comprising officials from HSE, Defra and Public Health England, supported by Natural England and others. The meeting was called to hear Government's response to our proposals for the development and implementation of a UK SGAR Stewardship Regime, as requested by HSE in June 2013.

Stewardship or bust?

HSE confirmed that stewardship must be voluntary, and further regulation (for example certification of pest management professionals), would not be supported. Therefore, the landscape was set out that industry must self-regulate if we are to keep SGARs in the collective toolbox.

Since the intervention of the Barn Owl Trust, the matter had been drawn to the attention of the Minister responsible, Minister of State for Work and Pensions Mark Penning MP, thus elevating the issue from a regulatory matter to a political one, and expanding the remit of the discussion from SGAR stewardship to include rodent control. A key aim for all sectors might be 'effective rodent control in the interests of society and the environment, with minimised rodenticide contamination of wildlife'.

The government Oversight Group's main points were:

- While a lot of hard work had gone into the proposals, further work must be carried out to make the Stewardship Regime proposals acceptable to Ministers, and thus to allow continued use of SGARs.
- The Oversight Group wants the four sector-specific proposals integrated into a single proposal covering all industry, to allow arrangements implemented in one sector to be more readily applied to others, where appropriate. A more detailed delivery plan will also be included.
- Government wants to see more information on the methodology and benefits of rodent pest management best practice and the specific circumstances in which SGAR

applications are justified. Alternatives to SGARs will be considered in more detail.

- Monitoring the success of the stewardship scheme is vital, and the Oversight Group want to see the number and location of monitoring species increased. Our proposals also included an offer to carry out research among users to see whether practice is changing, and this needs further work.
- Government considers that proof of competence at point-of-sale is a vital aspect of stewardship (as do we), but all suppliers need to develop adequate controls at point-of-sale of SGAR products restricted to 'professional' users. Proof of competence has been suggested as the key method of supplier assessment via training and qualification, and the Oversight Group wants to better understand the course syllabuses and exam procedures.
- A new time-line was proposed, culminating in implementation from October 2014. In summary, stewardship is clearly 'plan A' and there is no plan B at present. This regime must be led and owned by all of industry or HSE will consider it a 'fail' and may then take away or further restrict use of products. On a positive note, HSE is very pleased to see the quality, quantity and engagement levels of the influential players in our market. HSE believes we can make it work – we just need to prove it.

For a more detailed update and to discuss this issue in detail, attend the seminar on this topic at PPC Live www.ppplive.org

Timings to implementation

28 March: Sector Groups met to discuss a single paper, monitoring, project plans etc.

21 May: PPC Live Seminar with Professional User Sector Group Representatives

End May 2014: Sector Groups work together to produce a single document

June 2014: Government Oversight Group considers our proposals

August 2014: Public consultation with stakeholders

September 2014: Ministerial Consultation (the point a 'yes or no' decision is made)

Late September 2014: Scheme finalised and signed off by all parties

October 2014: Launch of scheme

The Sector Groups

These groups comprise representatives from key user group organisations from within each sector. Group 3 includes trade body representation from BPCA, NPTA and CIEH NPAP.

- 1 Gamekeeping
- 2 Agricultural industries
- 3 Professional pest management and local authorities
- 4 Suppliers

PPC LIVE

MANCHESTER 21 MAY 2014

PPC Live is BPCA's new trade exhibition and conference, designed for technicians, surveyors and company owners to help improve their technical knowledge and keep them up-to-date with the latest industry changes and products, whilst earning vital CPD points.

With free visitor entry, 40+ exhibitors (pages 13-17) and a variety of seminars and technical sessions (pages 10-12), PPC Live offers visitors a one-stop shop for contacts, knowledge and new products.

FREE pest control products?
Spin our visitor prize wheel!

Register for your free place and attend on the day and you'll be given a spin on our visitor prize wheel. You could win a prize worth £250+! But at the very least we guarantee you will leave PPC Live with something in hand!

LANCE LAB

XL 8 telescopic lance or flexible nozzle attachments or Birchmeier DR5 duster from LanceLab (stand 34)

Rodent control packs including a range of baits or Evo Ambush bait stations from Bell Laboratories (stand 46)



BASF
The Chemical Company

Fendona 500ml and Fourmidor bottle or Neosorexa Gold 10kg and Goliath® tubes from BASF (stand 20)

Personalised prebaited insect monitors from Russell IPM (stand 21)



Bottle of Cimetrol or 2.5kg tubs of Roban Pasta from PelGar International (stand 9)

Phostoxin applicators from Rentokil Products (stand 1) **Rentokil**
The Experts in Pest Control



VT Pro Fly traps from Sentomol (stand 30)

brother
at your side

PJ-600 mobile printer with accessories from Brother UK Ltd (stand 31)

Halo 15+ EFK glueboard from Insect-O-Cutor (stand 19)

INSECT-O-CUTOR

NETWORK

20m Avishock track and a small energizer from Network Bird (stand 19)

Free canine room search for bed bugs (up to 10 rooms) from Trust K9 (stand 17)



MobileWorx
mobile your way

A 250g of top quality Limini Rainforest blend coffee from MobileWorx (stand 28)

Silver chain link curtain kits (1000x2100mm) from Safety Screens (stand 4)

SAFETY SCREENS
the name behind the screen



Visu Industrial 30 Stainless Steel fly killers from Control Zone Products (stand 44)

Mini UV torches from BPCA (stands 13-15)



Small Ratflaps from Ratflap (stand 42a)



For your chance to win one of these many prizes, register your free place at www.ppclive.org

Seminar and technical programme

PPC Live has been designed for UK pest control technicians, managers and company owners to give them a better understanding of how to improve business and develop technical skills and the seminar and technical programme for the event has been designed to reflect this. Unrivalled by any other event in the UK, this programme will bring the whole sector under one roof to share and learn from each other to make a stronger, safer pest control industry.

SCHEDULE QUICK GUIDE

SEMINAR ROOM

- 9.30am** BASF/Pest Magazine research
- 10.15am** SGAR stewardship update
- 11.15am** Mouse treatments optimum frequencies
- 12.15pm** Pesticide waste management
- 1.20pm** Bed bugs: 'Sharing the Love'
- 2.00pm** What clients are looking for in a pest control contractor (panel)
- 3.00pm** Integrated Wasp Management

TECHNICAL AREA

- 10.00am** The advantages of ultra low volume (ULV) space spraying for pest control applications
- 10.45am** Live hawking demonstration
- 11.45am** Urban bird control
- 12.45pm** Use of live traps for the professional pest controller (rats and squirrels)
- 1.30pm** Preparing for the wasp season
- 2.15pm** Bed bug detection dog demo

Full schedule - seminar room

9.30am BASF/Pest Magazine research: what's trending in pest management?

Which pests are on the increase? Where does most pest control take place? How confident are those in the industry about their future? Do those based in the north see things differently to those in the south? For the past four years BASF Pest Control Solutions and Pest magazine have joined forces to run the National UK Pest Management Survey, measuring and tracking the industry's vital statistics. This session will give you a glimpse of the first results from the 2014 survey and review the changes that have occurred compared to previous years.

Presented by Helen Riby, Associate Editor, Pest Magazine.

10.15am SGAR Stewardship update

Following the Health and Safety Executive's call to industry last year to create a stewardship scheme for Second Generation Anticoagulant Rodenticides (SGARs), political pressure from the Barn Owl Trust has moved the goalposts. Industry has adapted, and come together to create a proposal we believe will ensure the survival of these products, while allowing their use in open areas. Find out what industry intends to do to prevent loss of SGARs, the latest changes regarding use and labels, and have your say on both

supply side issues and what professional pest controllers can do to maintain these vital products.

Speakers include Phil Charlson from the

Chartered Institute of Environmental Health's National Pest Advisory Panel; Iain Turner, Chairman of NPTA; Rupert Broome, Managing Director of Killgerm Group.

11.15am Mouse treatments optimum frequencies

How do you like to eat your food – on a china plate, out of a newspaper, in a burger box? Well it seems that mice are also choosy about where they feed. The Salford research team have been looking at the effect of different bait boxes on the quantity of bait eaten. Labels often say 'frequent' in checking baits – what does that mean and are weekly visits necessary to comply?

Summary of presentation

The presentation will cover recent research conducted in infested urban domestic properties within the Manchester area. The first part will examine the feeding of patterns of mice in urban dwellings and the effect of different bait boxes on the amount of whole-wheat consumed. The second part examines the effect of bait boxes on bait consumption and then goes on to examine how the interval between visits/revisits effects the overall success of a treatment.

Current Status

What is the definition of 'frequent' when it is on a rodenticide label? Does one size fit all? Labels often indicate that there should be frequent visits when using the product; however visit frequency does have cost

implications and more frequent visits will push up costs. The goal should be to ensure that a successful treatment application is achieved. We spoke to a number of Local Authorities about the frequency of their revisits – they varied from 5-30 days. In a time when costs are at the top of everyone's agenda why do we do what we do?

Results

The research examined:

- Mean weight of bait eaten and overall bait consumption
- The patterns of eating
- Consumption of bait by visit
- Number of properties that needed an extended treatment
- What locations in the property are most favoured?

The outcomes of reducing the time between visits to around 10 days are compared to a previous project where the revisit was based on 5 working days.

Presented by Professor Gai Murphy, Associate Dean, University of Salford; Alex Felix-Thomas, University of Salford; Michael Fowler, Manager, Manchester City Council Pest Control Services.



12.15pm Pesticide Waste Management

Waste management can be a complex and challenging subject. This is particularly the case for hazardous waste, where the controls are stricter to reflect the higher risks associated with it. We all want to do the right thing to reduce the environmental impact of our waste, whether this is spent pesticides, contaminated packaging or general office waste. It is just as important to ensure compliance with the rules that govern the movement and disposal of waste. We want to conduct pest control activities with as little regulatory burden as possible, but also with the confidence that our activities are lawful.

At PPC Live we are fortunate to be joined by Matt Womersley from the Environment Agency. As a hazardous waste advisor Matt will focus on the legal controls for the more dangerous wastes we produce. You will be given an overview of the current regulatory

controls and advised how you can make sure you do the right thing with your waste. Matt will guide us through these requirements and give us the advice we need to conduct our pest control activities correctly. This is your opportunity to get a complete understanding of the law on hazardous waste. The session will be divided into a presentation, followed by a Q&A session.

The session will also feature the launch of BPCA's guidance document on pesticide waste, produced in association with the Environment Agency. All delegates attending PPC Live will receive a copy of the document.

Presented by Matt Womersley, Technical Advisor - Hazardous Waste, Environment Agency.

- Do pest control contractors provide enough information?
- What is the secret to a good relationship between client and pest controller?
- If you could wave a magic wand and change one thing in pest control, what would you want?

The format will be rather like BBC's 'Question Time', chaired by BPCA Vice-President Martin Harvey of Harvey Environmental Services.

The panel members come from a range of pest control clients:

- A major utility company
- A hospitality chain FM
- A public sector client
- A national auditor.

We've asked our panel to be honest and open about the issues they face. Come and discover how your business can address the needs of large clients and their audit bodies, and win more work as a result.

1.20pm Bed bugs: "Sharing the Love"

Tracking bed bug infestations between the transport and hospitality sectors and the continual reinfestation cycle in major cities. Why commercial monitoring and eradication systems need to look beyond the door threshold or face certain failure. Cross boundary detection and eradication strategies in multinational industries.

Presented by Adam Juson, Director of Merlin Environmental Solutions Limited.

2.00pm What clients are looking for in a pest control contractor (panel)

We ask a panel of clients from across a range of sectors:

- How can pest controllers add real value?
- What do pest controllers commonly get wrong?
- What can a pest controller do to win work from organisations like yours?
- When deciding on a pest controller, what is actually taken into account?

3.00pm Integrated wasp management

Wasps exact a heavy toll both in terms of human health and financial impact on businesses. Integrated wasp management is a new discipline developed by WaspBane to provide effective control over nuisance wasps where the threat does not come from a specific nest. Come along to the WaspBane presentation at PPC Live to find out how your business can benefit from integrated wasp management.

Presented by Karol Pazik, Waspbane.

Full schedule - technical area (outside - pitch side)

10.00am

The advantages of ultra low volume (ULV) space spraying for pest control applications

ULV spraying is a growing control technique in areas of public health pest infestation, overtaking the use of conventional sprayers or outdated treatment techniques. This session will explore the different applications and the advantages of using ULV cold foggers and thermal foggers versus conventional sprayers with a practical demonstration of both machines. The session will examine the droplet size and flow rate differences between various machines, and also look at some of the chemicals you can use with ULV sprayers and the advantages to businesses. Practical demonstrations will be given in this session. Presented by Julian Mason, Senior Sales Manager, Vectorfog.

10.45am

Live hawking demonstration

Falconry Services provides natural urban bird control by the use of birds of prey. Falconry Services control all avian pest species by dispersing problem birds. It is highly effective, environmentally friendly, natural and public friendly and is an alternative to other methods of bird control. This session gives you the opportunity to see some amazing birds in action as they scare away problem pest birds from around the stadium. Presented by Phil Hawkins, Falconry Services.

11.45am

Urban bird control

Urban bird control is an ever growing part of the industry with the discovery of new problems and the development of new techniques. This session will give you a taster in urban bird control and cover bird behaviour, population reduction tools and effective proofing techniques. It will also include discussions and demonstrations on the range of equipment and products available in the market. Presented by Mark Wenman, Network Bird.

12.45pm

Use of live traps for the professional pest controller (rats and squirrels)

This session builds on the professionals understanding of live rodent traps, and covers:

- The legal framework and welfare implications of trapping rodents
- Trap selection
- Advantages and disadvantages
- Relocation aspects
- Health and Safety considerations
- Humane despatch methods
- Trap demonstrations.

Presented by Charles Phillips, Divisional Director, Barrettine Environmental Health.

1.30pm

Preparing for the wasp season

This seasonal session will allow you to examine and try out the latest equipment and products in wasp control, and ensure you keep up-to-date on the relevant legislation to prepare for the season ahead. Not only will you see a demonstration of the new XL8 telescopic lance for dusting at heights, but you'll also receive advice and guidance on maintaining and preparing your duster. Presented by Philip Bowman, LanceLab.

2.15pm

Bed bug detection dog demonstration

Trust K9 offers a complete bed bug solution service. Whether you are dealing with a studio flat or a hotel with 400+ rooms, we have the one stop stress free solution. This session will cover:

- Use of detection dogs
- The benefits to your bottom line
- Accuracy of detection dogs
- Use of dogs in monitoring treatment effectiveness
- The importance of the right dog and handler.

A practical demonstration will be given as part of this session. Presented by Peter Rigby, Trust K9.

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Exhibitors

STAND 5

1 ENV Solutions Ltd



54 Tailors Court, Temple Farm Industrial Estate, Southend-on-Sea, Essex SS2 5SX
01702 617057

www.1env.co.uk

Represented by Richard Lunn, Managing Director.

New and exciting supplier of all your pest control needs. Based in the south east offering a nationwide service.

STAND 26

Barrettine Environmental Health

St Ivel Way, Warmley, Bristol BS30 8TY
01179 672222

www.barrettine.co.uk

Represented by Charles Phillips, Divisional Director; David Haskins, Sales Director.

Barrettine Environmental Health supplies a wide range of professional pest control products to professionals. We offer a full line of professional products including insecticides, rodenticides, bird control products, rodent proofing products and herbicides. The main product lines are supplied from the manufacturers Bayer, BASF, Bell, Syngenta and Suterra as well as an 'in-house' manufactured ROMAX brand.

STAND 20

BASF

PO Box 4 Earl Road,
Cheadle, Hulme,
Manchester SK8 6QG
0161 488 5355

www.pestcontrol.basf.co.uk



BASF Pest Control Solutions offers a wide portfolio of products to tackle your insect and rodent problems. Visit stand 20 and see all your favourite brands: Goliath®, Fourmidor, Fendona, Neosorexa and Storm. Also try your hand at the Goliath Top Gun Challenge for your chance to win great prizes!

STAND 12

BASIS (Registration) Ltd

St Monica's House Business Centre, 37-39 Windmill Lane Centre, Ashbourne, Derbyshire DE6 1EY
01335 343945

www.basis-reg.com

Come and see us to sign in, or sign up for PROMPT (the Pest Control Register). There are four CPD points available for attendance at PPC Live and one additional point for each seminar/display attended. Show your professionalism in the pest control industry by being a PROMPT member!

STAND 10/11

Bayer CropScience Ltd

230 Cambridge Science Park,
Cambridge CB4 0WB
0800 12149451

www.pestcontrol-expert.com

Represented by Alan Morris, Head of Sales; Claire Hazell, Regulatory Specialist.

Bayer's professional pest control division offers an innovative range of products for pest control operators and other professionals in the pest control industry. We operate in the sectors of professional pest control, rural hygiene and the protection of stored grain. Come and visit the Bayer stand to find out more.



STAND 46

Bell Laboratories Inc

Chaucer House, Chaucer Road,
Sudbury, Suffolk CO10 1LN
01787 379295

www.belllabs.com

Represented by Julie McMonagle, Inside Technical Representative; Brady Hudson, Market Manager UK and Eire.

Bell Laboratories is the world leader in rodent control technology. Visit stand 46 to see our innovative products and our latest ranges.



PPC LIVE

MANCHESTER 21 MAY 2014

STAND 41

Bower Products Ltd

Unit 31, Abbey Industrial Estate, Woodside End, Wembley, Middlesex HA0 1ZD
0208 903 0983

www.bower.co.uk

Represented by Phil Huggins, Director; David Bowerman, Director.

Bower Products is a major UK designer and manufacturer of electronic insect control machines. Pest controllers have a choice of over 60 machines under the respected insect-a-clear brand. All British made. Bower is also probably the largest supplier of replacement UV lamps in Europe. Offering Wemlite, Philips, Sylvania and Osram brands.

STAND 45

Bradshaw Bennett Ltd



Catherine House,
Catherine Street, Macclesfield SK11 6BB
01625 505870

www.pestcontrolinsurance.co.uk

Represented by Andrew Bradshaw, Director; Stephen Hughes, General Manager.

Bradshaw Bennett has managed the British Pest Control Association insurance scheme for over thirty years. We have developed a thorough understanding of the insurance needs of the pest control industry and provide a comprehensive insurance package. Experts will be on hand to discuss your insurance needs.

STAND 31

Brother UK Ltd



Shepley Street,
Audenshaw, Manchester M34 5JE
0161 3306531

www.brother.co.uk

Brother's portable printers are highly evolved to pack connectivity, simplicity and efficiency into a single sleek design. They're robust enough to withstand a life on the road so perfect for when you need to print reports and regulatory notices on site.

STAND 44

Control Zone Products

21 Roman Ridge Road,
Sheffield S9 1GB
0114 2560101

www.controlzoneproducts.co.uk

Represented by Matt Haslam,
Commercial Manager; Laurence
Chappel, UK Sales Manager.

A range of UK manufactured insect
killers, glue boards and tubes designed to
be the most effective, easiest to service
and competitive on the UK market.
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stainless steel range!



STAND 22

Euroigiene s.r.l

Via Paolo Veronese 126, 10148 Torino
+39 0112745633

www.euroigiene.com

Represented by Sergio Gaia, CEO;
Francavilla Andrea, Sales Manager.

Euroigiene s.r.l is partner of Igiencontrol s.r.l,
a company with more than thirty years of
experience. We are a leader in disinfection
products. We are producing items for pest
control; birds deterrents and protective boxes
for rat poison etc.

STAND 23

Hockley International Ltd

Hockley House, 3 Longstone Road,
Ashbrook Office Park, Manchester M22 5LB
0161 2097400

www.hockley.co.uk

Represented by Peter Rosevere, Marketing
Manager; Tommy Gill, Director of
Commercial Operations.

A UK-based company with over 30 years of
experience in the manufacture, formulation,
packaging and distribution of high quality
insecticide products for use in pest control.

STAND 16

Friendly Data Solutions Ltd

18 Anne Boleyns Walk, Cheam, Surrey
SM3 8DF
0208 6432618

www.pestfriend.co.uk

www.friendlydatasolutions.co.uk

Represented by Nicholas Peek, Director;
Susan Peek, Director.

PestFriend – leading software for all
aspects of pest control reporting. New
features/enhancements constantly being
developed in collaboration with our users.
PestFriend provides exceptional customer
reporting giving your company a great
USP. History facilities mean that all
information is filed electronically to
provide business management/customer
information opportunities.

STAND 25

HS Direct Ltd

Meadowhall House, 3
Hayland Street, Sheffield S9 1BY
0114 244 4461

www.hsdirect.co.uk

Represented by David Price, Sales
Consultant; James Murphy, Director

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statements through our safety first package.



STAND 36

Detia Degesch GmbH

Dr. Werner-Freyberg-Str. 11,
Laudenbach 69514, Germany
+49 6201708401

www.detia-degesch.de

Detia Degesch is specialized in the
development, production and distribution
of pest control products (fumigants,
rodenticides, insecticides). Our fumigants
are used by PCOs for fumigation in
containers, warehouses, silos and ships.
Rodenticides and insecticides are used in
hygiene and plant protection areas.



STAND 32

Huck Nets (UK) Ltd

Gore Cross Business Park, Corbin Way,
Bridport, Dorset DT6 3UX
01308 425100

www.huck-net.co.uk

Represented by David Collins, Sales
Manager; Andrew Coates, Sales Director.

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Sabre Close, Heathfield
Newton Abbot TQ12 6TW

STAND 24**Jones and Son Pest Control Supplies**

Unit 4, Sabre Buildings, Sabre Close,
Heathfield Industrial Estate, Newton Abbot,
Devon TQ12 6TW

01626 835055

www.birdspikesonline.co.uk

Represented by Emma Irwin, Sales Manager;
Dave Baskerville, General Manager.

Jones and Son manufacture and supply defender bird spikes in the UK. Come along to our stand and request some samples of our spikes and chat to us about your bird spike needs.

STAND 40**Killgerm**

Wakefield Road, Ossett WF5 9AJ

01924 268400

www.killgerm.com

Killgerm Chemicals is the UK's leading pest control product supplier and provider of training and technical support. We are dedicated to bringing you the largest range of innovative products first, providing you with the tools you need that make a difference.

STAND 34**Lance Lab Ltd / Agralan Ltd**

C2 Strangford Park, Ards
Business Centre, Jubilee Road,
Newtownards, County Down
BT23 4YH

028 918 18313

www.lancelab.com

www.agralan.co.uk

Represented by Phil Bowman, Director;
Glenn Pickering, Director.

Lance Lab and Agralan are the head distributors in the UK for quality Swiss made Birchmeier spraying and dusting equipment including the popular DR 5 Duster and the innovative long reach XL 8 telescopic dusting lance. The impressive REC automatic pressurising sprayer will also be on show alongside the new Mini-Flex attachment for DR5.

LANCE LAB

**STAND 38****LODI UK Ltd**

Building 69, Third Avenue,
Pensnett Trading Estate,
Kingswinford, West Midlands DY6 7FD

01384 404242

www.lodi-uk.com

Represented by Roger Simpson, Managing Director;
Tony Knight, Business Development Manager.

Lodi UK supports the British pest controller with unique products, active ingredients and highly effective formulations. Ensuring British pest controllers have innovative formulations for the toughest pest infestations.

**STAND 43****Merlin Environmental Solutions Ltd**

PO Box 112, Carshalton, Surrey SM5 4XT

0800 0377332

www.bedbugcontrol.co.uk

Represented by Adam Juson, Director;
Catherine Juson, Director

The UK's leading bed bug detection and control specialists and home to Europe's largest and longest established canine bed bug detection team. Our dedicated white label service integrates seamlessly into your pest control business, opening new revenue streams. With over 15 years of experience your reputation is in safe hands.

STAND 28**Mobileworxs**

Hadzor Court, Hadzor, Droitwich Spa,
Worcestershire WR9 7DR

01905 799555

www.mobileworxs.com

Represented by Andrew Cahill, Sales;
Jane Cahill, Inside Sales.

MobileWorxs enterprise mobile solutions for pest control comprise apps and devices that allow your mobile workforce to replace paper forms, remotely access job critical information and integrate with legacy systems. All while boosting productivity and bolstering your bottom line.



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STAND 19

P+L Systems

P+L Systems

Sterling House, Grimbald Crag Close,
Knaresborough HG5 8PJ

0800 9885359

www.pandlsystems.com

P+L Systems deliver innovative brands to the facilities management industry, offering our global customer base a wide range of products to support their FM needs. Our professional pest control brand portfolio includes Insect-O-Cutor, Network and SX Environmental, offering leading products and bringing together our extensive market knowledge and technical expertise.

STAND 9**PelGar International Ltd**

Unit 13 Newman
Lane, Alton, Hampshire GU34 2QR

01420 80744

www.pelgar.co.uk

Represented by Nic Blaszkowicz, Global Marketing Manager;
Richard Applegarth, UK Sales Manager.

PelGar International is a leading manufacturer of high quality rodenticides and advanced formula insecticides. PelGar's rodenticides are based on the three key actives difenacoum, bromadiolone and brodifacoum and sold under the brands of Roban, Rodex and Vertox. PelGar's insecticides include the flagship products Cimetro and Stingray.

Don't forget, attending PPC Live is free, and everyone who visits goes into a prize draw with a guaranteed prize for everyone! To enter the draw you must pre-register at www.ppclive.org

STAND 1

Rentokil Products



Garland Court, Garland Road, East Grinstead, West Sussex RH19 1DY
01342 332585

www.rentokil.co.uk

Represented by Kevin Brown, Sales Manager Professional Products; Paula Kearns, Sales Administrator.

Offering today's professionals a high quality, efficient and comprehensive range of pest control products the Deadline range has been a cornerstone of integrated pest management for decades and continues to offer a new modern approach today. Launching at PPC Live the Deadline Alpha Express and Deadline Residual Insect Emulsion.

STAND 6 RSPH

John Snow House, 59 Mansell Street, London E1 8AN
0207 2657300

www.rsph.org.uk

Represented by Richard Burton, Head of Qualifications Development; Annett Rocks, Qualifications Administrator.

The Royal Society for Public Health is an independent, multi-disciplinary charity dedicated to the promotion and protection of health and wellbeing. RSPH provides education and training through vocationally related qualifications that are directly relevant to the workplace. These include a suite of pest control qualifications and related subjects.

STAND 21 Russell IPM

Unit 45 First Avenue, Deeside Industrial Park, Deeside CH5 2NU
01244 281333

www.russellipm.com

Represented by Trevor Green.

Leading glue and pheromone products for the pest control, food, horticultural, agricultural and animal husbandry industries. We have an innovative development program bringing non toxic solutions for a range of pest species. A recent success is 'Dismate', a food moth mating disruption control system.

STAND 4

Safety Screens Ltd



Unit 2, Greenfield Road, Congleton, Cheshire CW12 4TR
01260 295999

www.safetyscreens.co.uk

Represented by Matt Lenton, Sales Director; Nick Shatwell, Managing Director.

Celebrating 25 years of supplying the pest control industry with fly and insect screens and PVC strip curtains. Offering a nationwide installation service or a next day supply only service, Safety Screens has the screening solution for you! 'The name behind the screen.'

STAND 30

Sentomol Pest Management Solutions



Glen House, St Maughans, Monmouth, South Wales NP25 5QG

01600 713396 www.sentomol.com

Represented by David Loughlin.

Sentomol specialises in pest management through behaviour modification. We supply a range of pheromones and other insect trapping and monitoring products. At PPC Live we are launching the VT range of electronic fly traps for discrete indoor and outdoor fly control using a revolution rotating drum.

STAND 35

Servsuite



1535 Georgesville Road, Columbus, Ohio 43228
+1 6144419576

www.theservicepro.net

Represented by Jacob Laubscher, Territory Manager.

Pest Control Software. Fleet Management. Schedule Management. Routing.

STAND 39

Suterra

Unit 1-4 Taffs Mead, Treforest Industrial Estate, Pontypridd, Cardiff CF37 5SU
01443 841155

www.suterra.com

Represented by Sam Jacobs, Technical Sales Manager, Emma Edwards, Reporting Accountant.

Suterra is the leading provider of bio-rational products for crop protection and commercial pest control. We are dedicated to making the world a better place. Naturally.

STAND 18

SX Environmental Supplies



Unit 4, Airborne Ind Est, Arterial Road, Leigh on Sea, Essex SS9 4EX

01702 524040

www.sxenv.com

SX Environmental is one of the UK's leading distributors of traditional and innovative pest control products. SX is an expert in pioneering new products in the market, offering well-known pest control brands alongside newly developed products to meet the demands of the dynamic pest control environment.

STAND 42

Thermokil Insect Control Services

Unit 10, 2 Wood Street, Mansfield, Nottinghamshire NG17 2TG

07889 724974

www.thermokilservices.co.uk

We provide heat treatment services for the pest control industry. Covering both commercial and residential settings, as well as providing other pest control companies with all heat equipment, labour, technical/marketing direction and experience. This enables them to offer the heat service without the need for major investment.

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STAND 17 Trust K9

67 Datchet Road,
London SE6 4BZ
01623 624637

www.trustk9.com



Trust K9 offers a complete bed bug solution service. Whether you are dealing with a studio flat or a hotel with 400+ rooms, we have the one stop stress free solution. Using highly trained canine detection teams we can search large numbers of rooms and detect infestation earlier than is usually possible with visual detection. Having identified an infestation we offer a complete range of guaranteed solutions from chemical treatment to structural heat treatment. All our technicians are experienced bed bug specialists. Our services are 100% discreet. Come along to our demonstration and see our teams in action.

STAND 37 Vectorshop

Unit 3, Riverside Park, Dogflud Way,
Farnham GU9 7UG

01252 757222 www.vectorfog.co.uk

Vectorshop is one of the fastest growing online retailers of pest control, agricultural and disinfection products in the United Kingdom. Part of pest control equipment manufacturer VectorFog, our aim is to provide our customers with the latest products, competitive prices, a customer focused website and knowledgeable staff.

STAND 2 WaspBane

Unit 1, Cardinal Park,
Godmanchester,
Huntingdon,
Cambridgeshire PE29 2XN

01480 414644 www.waspbane.com

Represented by Karol Pazik, Managing Director; David Brazier, Sales Director.

The WaspBane wasp trap is the most efficient and cost effective method of dealing with nuisance wasps. Used in major theme parks WaspBane has helped reduce sting rates by more than 95%. Probably the safest wasp trap in the world, WaspBane is pesticide and toxin free. With a unique bait system that lasts all season long, so it's the trap you set and forget.



STAND 33

Woodstream Europe Limited

8 Lands End Way, Oakham, Rutland
LE15 6RF

01572 722558

www.woodstream.com

Represented by Dawn Bolton, Account Development Manager; Will Golland, European Sales Manager.

Woodstream is a manufacturer of high quality rodent and insect traps, specialising in humane and hygienic electronic traps and live catch for rodents. We also supply a selection of insect traps for various nuisance pests. We will be demonstrating our new VICTOR Kill@lert Electronic Trap Remote Notification System.

STAND 42a

Ratflap

82 Meadowbank Hill,
Ratoath, Meath, Ireland
+353 86 6070677

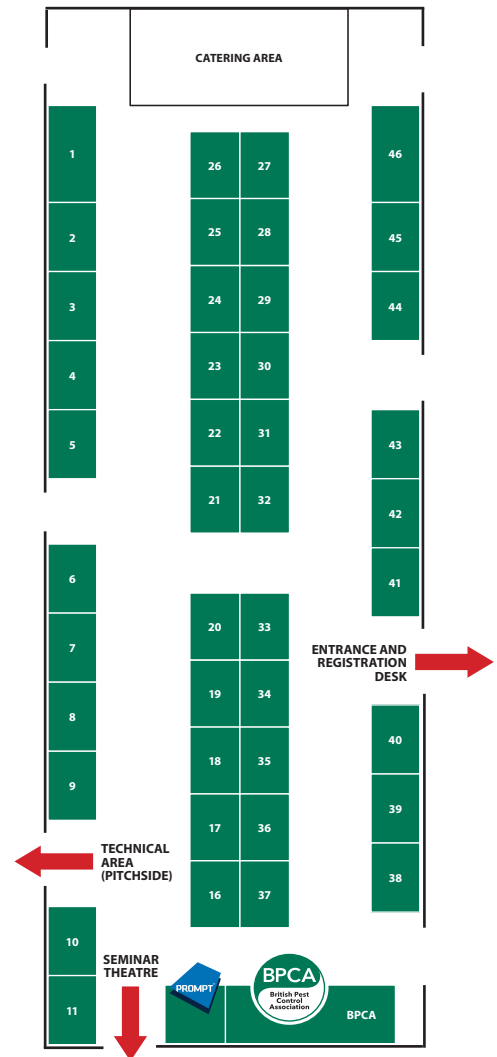
www.ratflap.com

Represented by Declan Melia, Director.



The Ratflap: a patented product designed to stop rats dead in their tracks inside a sewer system. Simple to fit in older 4 inch, 6 inch and newer plastic 100mm and 150mm pipes. Removes the need to place poison in the property as the rats can leave at will but never return.

Floorplan



Key to floorplan

- | | | |
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KEEP CALM AND RETAIN BUSINESS

Every pest controller faces the challenge of securing new business, but the time needed to win new clients can put existing contracts at risk. Jeff Callaghan, BPCA Consultant and lecturer on the BPCA training course 'How to sell in pest control', analyses the processes that need to be put in place to safeguard and retain contracts.

The battle to win new work keeps getting harder as prices are driven down by competitors, and expenses are going up due to additional bureaucracy, leaving many smaller pest control companies struggling to win new business and in some cases fighting to stay afloat. For this reason the retention of existing contracts has never been so important.

It costs around 50 per cent more to gain a new customer than it does to retain one, so retention should be at the top of every company's agenda. The processes that are required for retention should also be honed to a fine art. As the existing holder of the contract, you already have the upper hand; however, the crucial part is knowing how to use that to your advantage to give your customer no reason to look elsewhere.

Taking things for granted

It's easy to think that retaining business is simply down to a matter of treating the customer courteously and providing a good service. Yet, with clients constantly looking for more efficiency and cheaper prices it's not so straightforward. When contracts are up for renewal, the same care and attention that was paid at the initial tender proposal stage should be carried forth as if the contract were brand new to a company. Becoming overfamiliar and taking things for granted is an easy trap to fall into, and can be the catalyst for the breakup of many relationships. When a contract goes up for renewal, you can't afford to take a back seat and rest on your laurels. When attempting to sell your services, it's very easy to fall into the trap of 'promising the world' for a cheaper price (effectively undercutting yourself). Also you should never forget your "frontline" process, and exactly what you need to do onsite to ensure you make the profit you deserve.

Using your home advantage

It's essential to treat the retendering process as if it were for a brand new contract. However, you have to remember the distinct

advantage you have as the incumbent contractor, knowing the contract inside out. Just as a football team playing at home knows the dressing room, the feel and size of the pitch, and more importantly has the support of its home fans, a contractor knows their clients' buildings inside out, they have a feel for what is required across the environment and they also have the support of the client and the individual users of a building. In the same way, a football team intuitively knows how to use the home ground to their advantage to win, a contractor should be using their own advantages to overcome competitors and retain the client.

Existing contractors can also be more effective in providing further efficiencies during retender, as they have already accounted for mobilisation and implementation costs when

the contract was originally won. For many businesses, it's a struggle to provide cost efficiencies for new contracts while accounting for equipment, staff and a raft of other elements that all affect the cost of contract delivery. An existing service provider already has these elements and systems in place, so from the offset they have the ability to transfer these savings over to the customer to offer them a better service at a similar or even sometimes lower rate, something a new contractor coming in to tender will no doubt struggle to offer. It's almost like building up a 'no claims bonus' with an insurance provider.

Assessing customer needs

It's simply not enough to deliver good service; yet, the best way to garner the information needed to be successful in retendering is to offer the highest standards of service and to constantly assess how more can be achieved. By holding regular review meetings, customer satisfaction surveys and re-training where required, you can continuously keep on top of what your customer desires. At the end of the day, if you don't sit down and ask exactly what your

“WHEN CONTRACTS ARE UP FOR RENEWAL, THE SAME CARE AND ATTENTION THAT WAS PAID AT THE INITIAL TENDER PROPOSAL STAGE SHOULD BE CARRIED FORTH AS IF THE CONTRACT WERE BRAND NEW TO A COMPANY.”

customer wants and how you can make things better, you'll be none the wiser when it comes to including this information in the retendering documentation.

Engaging with customers on a regular basis to communicate needs and issues forms the very heart of the contract. As soon as a new contract is won, the successful contractor should be thinking about the retendering process from the very day the work begins. By setting out to fully understand the contract and how to better it throughout its lifecycle, pest controllers and surveyors can be on their toes and ready to come out on top of competitors when the client does finally look to retender. Complacency is a deadly sin!

Building a trusting relationship

There's absolutely no point in going for a contract renewal on a site if it is poorly managed and lacks the desired performance. Just simply looking after your customers in the right way leaves you with far less to prove when it comes to applying at retender stage. By opening up a dialogue and getting to know your customers as people, you can begin to build a trusting relationship and bond which will have a great effect on whether contract retention is successful. Truly knowing your customers also means that you will have a lot more critical information at your disposal.

If after three years managing a contract you know that the customer has a strong stance on corporate social responsibility, then make a song and dance about it in the proposal. You may learn that a customer is keen to drive towards a greener approach to business, so make sure that this forms an important part of your pest control proposals. Clients may not be requesting this information but, if you know it's what the customer wants, then you have a large advantage over those trying to win the new business.

The devil's in the detail

The advantages for an existing contractor during the retendering stage are vast, but it's imperative to remember that this isn't a time to rest on your laurels. It's easy to think that simply having a great relationship with a client will lead to a retender win; however, these relationships need to be acted upon and put to good use to provide a better service at a competitive price.

Having a healthy relationship is great, but a client in this current economic climate might overlook this in favour of saving themselves some money. Use every detail gathered over the lifecycle of a contract, be it of little or great importance, to its full effect to make sure your tender document sits a cut above the rest. Little things that may seem insignificant at the time could in fact be the details that place you above competitors, so it's imperative to avoid overlooking the smallest of things. If you truly know your customer; you'll know how to retain their custom.

Found this article useful? Why not come on our two day training course, 'How to sell in pest control', to help you hone and improve your selling skills? The next course takes place on Tuesday 7 and Wednesday 8 October 2014 in Derby. Find out more and book your place at www.bpca.org.uk/training

To find out more about what clients want from their pest controllers, visit PPC Live on 21 May and attend the free 'Client Question Time' with a range of pest control clients answering your questions on pest control contracts.

Register via www.ppclive.org

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Deadline IBE contains 0.1 Phosalone 1.0%, Deadline AE contains Alphachloralose 4%. Use bait blocks safely. Always read the label and product information before use.

Mobile tech speeds up efficiency and compliance

Michelle Molloy, Head of Category, Mobile Solutions at Brother UK talks about how pest management companies can improve efficiency, while continuing to comply with industry regulations.



The nature of the pest control industry means that efficiency and accuracy are hugely important. Businesses are required to provide printed regulatory notices to customers after each of their site visits. However, the current paper-based systems used by many companies are time consuming and administration heavy.

“I estimate it has saved more than 2,000 man hours a year.”

Brother and Azura have recently developed an accurate, efficient and modern mobile solution for Middlesex-based pest control company Integrated Pest Management. Azura's AZ1 pest management software is run on mobile devices which are wirelessly attached to Brother's PJ or MW portable printers.

Gareth Turner, director at Integrated Pest Management, said. “Our technicians are out with our customers every day. Before we discovered Brother's PJ printers and the Azura AZ1 software system they were still writing up field reports using carbon paper and physically delivering them back to the

office. The new system is much more efficient,

accurate and professional, and saves thousands of man hours every year. This gives us the platform we need to make the most of growth opportunities.

“We were introduced to Brother's range of mobile printers about five years ago and we were impressed with their compact size and durability of the printers. They stand up to the wear and tear of a mobile workforce really well. They are the printers we will recommend if a client is looking for a mobile print solution

The integrated system manages all of Integrated Pest Management's appointments, as well as enabling them to share data and documents with head office. It also means they can print out regulatory notices such as MSDS sheets or risk assessments, which are required by legislation, wherever they are.

Gareth added: “This solution ensures all appointments are efficiently diarised, has reduced paper usage by 75 per cent and our technicians no longer have to spend time travelling back to the office as they can email

inspection notes. I estimate it has saved more than 2,000 man hours a year. That means we can complete almost 600 more jobs every year, boosting revenue significantly without any additional staff costs. It has also freed up one of our administrators who previously managed all our appointments to do other jobs.”

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To discuss this solution contact Michelle Molloy at Brother UK on 07799 113697 or email michelle.molloy@brother-uk.com

To find out more visit www.brother.co.uk/pest-management or meet Brother UK on stand 31 at PPC Live www.ppclive.org

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Karol Pazik of Waspbane explains how problem wasp infestations can be dealt with to maximise efficiency and profit.

IWM: the future of wasp control

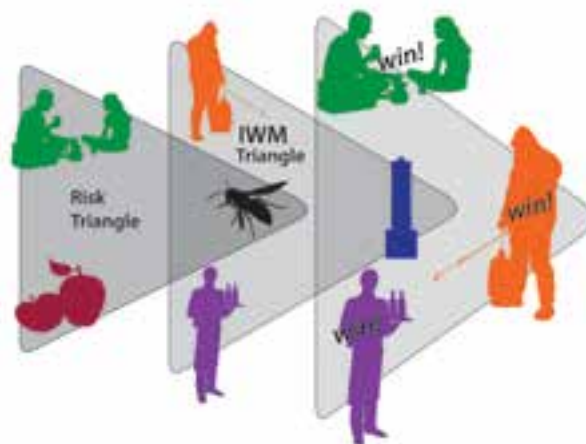
In an A&E department in 2013 there were three patients admitted with life threatening closure of the airways brought about by wasp stings. One of the patients was out on his bike having a laugh with his mates when a wasp accidentally flew into his mouth and stung him in the back of the throat. The other two patients were stung inside the mouth by wasps while eating food outdoors. In each case the patients needed to be intubated to stop them choking to death. What is interesting is that none of the patients were allergic to wasp stings. For the cyclist, it was just one of those freak accidents of nature but for the other two patients, the wasp stings were largely preventable and that's essentially what integrated wasp management (IWM) is about – helping to protect against avoidable wasp stings.

So what is an avoidable wasp sting? Perhaps the easiest way to picture this is to draw an analogy to fire prevention and the fire triangle of heat, oxygen and fuel. Remove any one component of the fire triangle and fire is avoided. In IWM a triangle can also be constructed to define avoidable stings where the three components of the triangle are people, wasps and food. Remove any one of these components and stings are avoided. People and wasps come together in the absence of food and to a large extent stings arising from such chance encounters are unavoidable, with perhaps the exception of wasp nests located in close proximity to people. Thankfully, unavoidable wasp stings are relatively uncommon. It is a surprising fact that comparatively few members of the public are stung by wasps as a consequence of unavoidable wasp stings. The vast majority of stings occur as a consequence of people, wasps and food coming together at the same time in the same space.

Any new development which heralds change can expect to meet with resistance and in this respect IWM is no different. The concept of IWM has met with derision in certain pest control circles because it has been perceived as a threat to 'orthodox' wasp control, which has historically predominantly focused on nest eradication as the primary mechanism for dealing with problem wasps. In reality IWM is far from a threat. If anything IWM not only opens up new opportunities for pest control because it gives access to markets which have by and large been neglected but it also helps protect pest controllers and their clients from the

growing risk of litigation. Why? Simply because 'orthodox' wasp control has little if any impact on the overall number of people that are stung by wasps.

Consider the example of an outdoor food court plagued by wasps. All of the ingredients in the IWM triangle are there: food, people and wasps. If nest eradication is employed as the principal mechanism for control then the triangle cannot be broken. Given that wasps are known to fly as far as two miles to find food it is unrealistic to expect to successfully find and destroy all of the nests that may be contributing nuisance wasps to that given wasp problem. The approach taken by IWM is different because it focuses only on removing wasps from the triangle at the point where the triangle exists, i.e. it focuses exclusively on the food court itself and doesn't worry unnecessarily about where the wasps are coming from.



IWM is a different approach which requires an in depth knowledge of wasp behaviour and use of various integrated strategies and techniques including nest eradication where necessary, and the use of high efficiency wasp traps used in dynamic as well as static trapping. There is another triangle which has to come together for IWM to work effectively. IWM

requires a knowledgeable pest controller, high efficiency wasp traps and active participation by the customer. Where IWM is deployed properly then the results are impressive and compelling. Compared to 'orthodox' wasp control, IWM is capable of reducing sting rates by over 99% and that in itself represents a challenge to pest controllers and clients alike. It's no longer enough just to be seen to be doing something when there is a new benchmark which has the promise of reducing sting rates so substantially.

Speaking as a health care professional who has had to attend to a patient in anaphylaxis from a sting I can categorically state that prevention is far better than cure. Wasps exact a massive toll on human health much more so than originally thought. The discovery of Kounis Syndrome and the propensity for wasp sting venom to cause it is giving rise to growing concerns that there is a significant cohort of patients who die each year 'silently' from wasp stings having been misdiagnosed as suffering a heart attack. The need to reduce sting rates is imperative and pest controllers and purveyors/originators of outdoor food have to step up to the plate to fulfil their duty of care obligations.

That said IWM isn't just about avoiding litigation. IWM represents a phenomenal business opportunity not only for pest controllers but for clients as well which leads to another triangle within IWM where the three components to the triangle are win, win and win. Implemented properly, IWM provides a wasp free environment which members of the public and employees are able to benefit from simply from feeling more comfortable and relaxed, without the spectre of nuisance wasp activity nearby. Business clients stand to gain financially from correctly implemented IWM either through cost savings or through enhanced catering revenues and the scale of that should not be understated. Just to illustrate the point an outdoor 'walk by' catering establishment set its staffing levels to reflect the number of customers eating and drinking at the establishment. The establishment had what was to them an intractable wasp problem that had never been resolved through 'orthodox' wasp control and so out of desperation finally decided to give IWM a go. Their wasp problem was completely resolved within less than one hour. More significantly, the occupancy rate at their tables went through the roof simply because they were able to offer a wasp free environment conducive to comfortable social outdoor dining. Needless to say the management of the establishment had to make emergency arrangements to call in off duty staff to cope with the unexpected level of business and takings rocketed thereafter. As for the pest controller, well they've retained their happy client on contract for six years at an annual fee much in excess of what they could have charged for providing an ad hoc nest eradication service.

There are occasions where IWM struggles to provide a solution to an intractable wasp problem but these are few and far between, and tend to involve overwhelming competing food sources such as might be witnessed around sugar silos at refineries. As a new discipline IWM has consistently demonstrated its value both in terms of protecting human health and in providing better commercial returns. The principal challenge still facing IWM is the fact that it is new and it represents a departure from 'orthodox norms'. IWM requires an investment in time and effort by busy pest controllers firstly to become knowledgeable in it and then secondly to roll it out to their customer base. That said, once the true value of IWM is realised by pest controllers and clients alike, they never go back to their old ways!

To find out more about IWM, visit PPC Live on 21 May and attend the free IWM seminar. Register via www.ppclive.org



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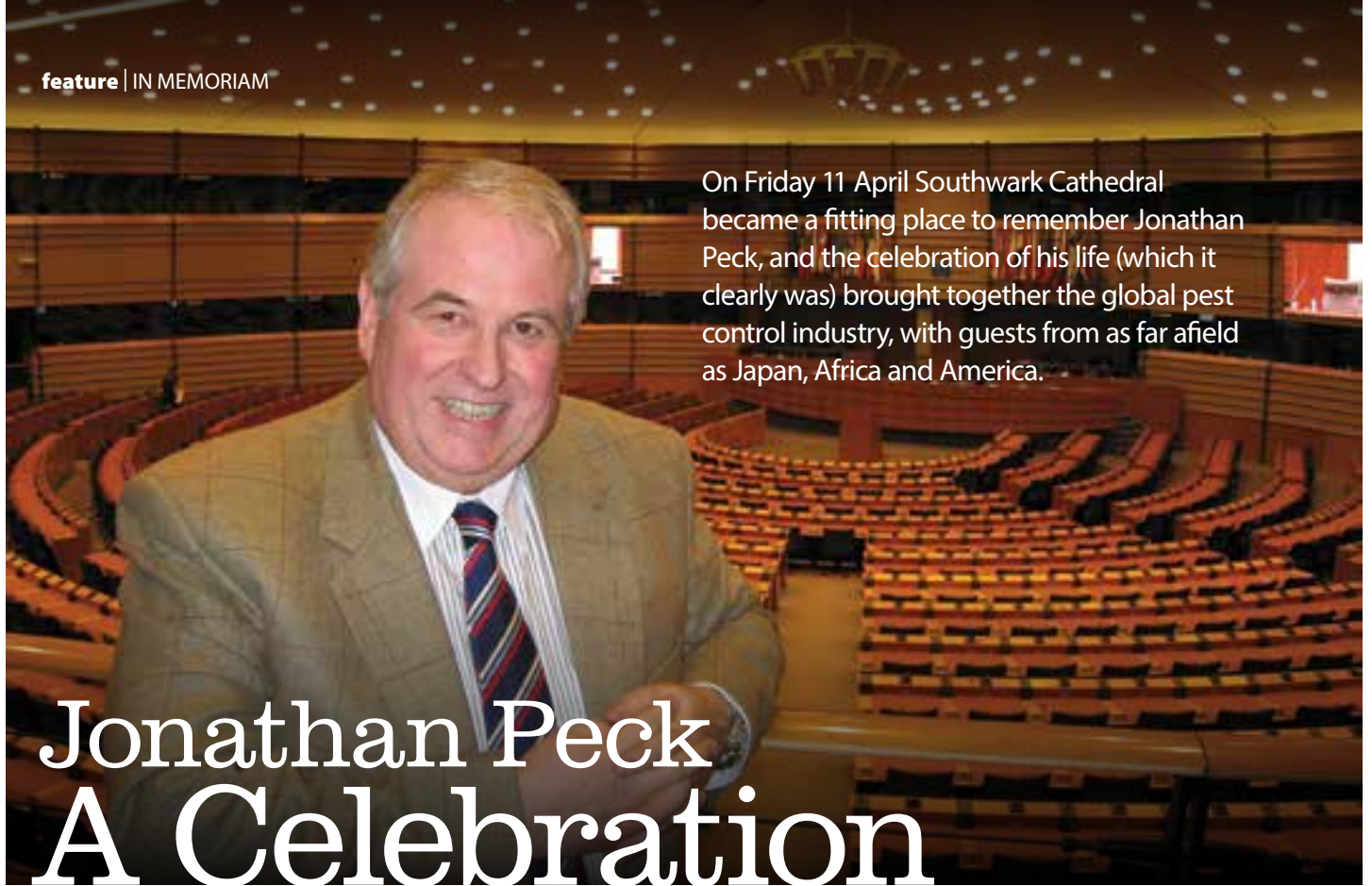
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On Friday 11 April Southwark Cathedral became a fitting place to remember Jonathan Peck, and the celebration of his life (which it clearly was) brought together the global pest control industry, with guests from as far afield as Japan, Africa and America.

Jonathan Peck A Celebration



After a welcome from the Dean of Southwark Cathedral, the congregation heard a beautiful appreciation of JP from his wife Fionnula, read by her sister Una Warrington. Peter Kitson adapted his eulogy from JP's funeral, and raised laughter and wry smiles with tales of Jonathan's life, loves and legacy.

Gai Murphy from Salford University, Graham Jukes OBE from CIEH and Killgerm's Rupert Broome all gave readings. The congregation left the cathedral into the warm Spring

sunshine, and on to the memorial presentation at CIEH HQ. Following lunch were a series of speeches from organisations who had collaborated with Jonathan over the years, telling of his influence, generosity and passion for our sector.

Rupert Broome began proceedings with a summary of how JP had taken Killgerm from a small off-shoot of his father's company into a global organisation turning over in excess of £35 million. But as Rupert said, Jonathan's real legacy was not the finances of the company or the stock in warehouses across the world, it was the family he had built among the staff of 170 people – a family that will be looked after through JP's insistence on an employee's trust being developed to ensure the ongoing wellbeing of the staff.

Dave Oldbury, Secretary of CIEH's National Pest Advisory Panel talked about how JP had seen the benefit of developing a range of activities to support the public health agenda, and in particular the wide range of documentation, videos and other resources available through CIEH NPAP. Dave said "Jonathan's drive and enthusiasm are sadly missed. His contributions to NPAP, protecting public health and raising standards within the industry were immense. His work will continue to succeed him, and will be his continuing legacy." Dave

also spoke of Jonathan's support for BASIS PROMPT, a cause close to his heart.

From Lindsey Pest Services in Florida, Jennifer Leggett spoke of JP's support for research at the University of Florida, his involvement with the creation of the Professional Women in Pest Management (gaining him the title 'honorary chick!'), and his role as the driving force behind the Orlando Protocol, the charter for world-wide professional environmental pest management. Jennifer's role on the Board of NPMA meant she brought a series of messages and reminiscences from American colleagues, all of whom spoke to the man's capacity to help develop the pest control industry in such a positive way.

Moving to Jonathan's support for charities, Peter Minhinnett of Water for Kids expressed his thanks for Jonathan's seemingly never-ending support for the charity and its aims, providing prizes, marketing materials, advice and guidance.

Dr Alan Buckle of the Campaign for Responsible Rodenticide Use (CRRU) summarised how Jonathan had provided the resources of Killgerm to develop CRRU in the UK and Ireland, and in particular how the rodenticide stewardship issue, which was so close to his heart, will be a lasting and fitting legacy, and as Alan said "due to Jonathan's determination and foresight".

From Boecker in Lebanon, CEO Michel Bayoud spoke of happy times with JP, chatting about his life and loves (jags, cigars and more) before getting down to business.

Michel had three announcements: the first being a new conference to be held every three years across the Middle East, called the Jonathan Peck Outreach Conference, to be launched in Beirut in 2016.

The second announcement was the creation of a Boecker Jonathan Peck Award, to provide a Middle Eastern PCO with support for study. And finally, a personal tribute: a Cedar of Lebanon has been planted in Jonathan's name to grow and prosper, just as the pest control industry has during Jonathan's lifetime. Michel presented the certificate to Fionnula Peck, who was visibly moved along with many in the audience.

The final speaker was Graham Jukes OBE, CIEH's Chief Executive, who spoke of JP's legacy not only in the creation and funding of the National Pest Advisory Panel, but also in his work to break Crown Immunity in hospitals, his effort to help form the All-Parliamentary Group on Environmental Health, and funding for the research into the impact of climate change on pest species.

The list of accomplishments did not stop there. Jonathan was closely involved in the work to ensure a successful and safe 2012 Olympics, as a key part of the team that delivered pest control messages on the Olympic site and via the many hotels which hosted athletes and visitors from across the world. He also helped develop the book 'Public Health Significance of Urban Pests' via the World Health Organisation to help support the campaign to get public health pest control properly recognised by Government, and develop a centralised policy on this issue – a campaign that continues today.

In recognition of this long-term support of CIEH, Jonathan joined Xavier Bonnefoy as one of the only two Honorary Members of CIEH. Graham Jukes announced that as a mark of respect for these two individuals, a joint JIP/XBO Scholarship is to be established to provide an environmental health student with support.

As one of the multitude of comments said, Jonathan believed in leaving something good behind – and he most definitely has. A fitter, stronger industry with a more professional workforce, and a lasting legacy that will see the name of Jonathan Peck remain prominent in the sector for decades to come.

CROWN IMMUNITY

Due to appalling standards of hygiene and pest prevention in hospitals, in 1984 an outbreak of food poisoning at Stanley Royd Hospital in Wakefield left 19 elderly patients dead and another 400+ patients and staff taken ill. Back then, hospitals could not be prosecuted under 'Crown Immunity', and Jonathan's paper, written while he was President of BPCA, entitled 'Some Hospitals Can Seriously Damage Your Health' spearheaded a campaign to make public bodies accountable for their mistakes. As Jonathan said at the time "We cannot understand why hospitals which poison their patients are immune from prosecution, unlike a hotel or restaurant where environmental health officers have the right to enter and enforce standards." Jonathan also said at the time that you don't win campaigns without putting in commitment and resources – and he provided both in spades, delivering a highly visible, scathingly critical attack on the NHS at the CIEH Bournemouth Conference while putting his resources behind the crusade, which resulted in a public inquiry and eventually the lifting of Crown Immunity. As Graham Jukes put it: "One of the greatest public health triumphs in recent years."

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An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three PROMPT CPD points – register to take part at www.bpca.org.uk/affiliate

IRM yourselves against resistance

Mark Hoppé of IRAC and Syngenta explains how insects adapt, and how we must do the same to maintain control.



One thing is for sure, insect pests are adaptable and have adjusted as we have moved from caves to huts to towns. Over the centuries improvements in hygiene and sanitation have raised standards of living at the detriment of our unwanted guests, and in the early 20th Century the development of synthetic insecticides offered a hope of wiping them out for good. Yet even then our cohabiting pests adjusted to this new threat to their existence. Today, despite our best efforts, they are still adapting as we further improve and refine our ways of controlling them.

Why are we always trying to improve and refine insecticides?

Some would call it survival of the fittest, or natural selection, but since the middle of the 20th Century this phenomena has been recognised as insecticide resistance. Within two years of the widespread use of DDT for control of house flies in the 1940s, resistant populations had developed. Since then populations of insects have become resistant, to a greater or lesser extent, to nearly every new insecticide developed.

Why should we be interested in insecticide resistance?

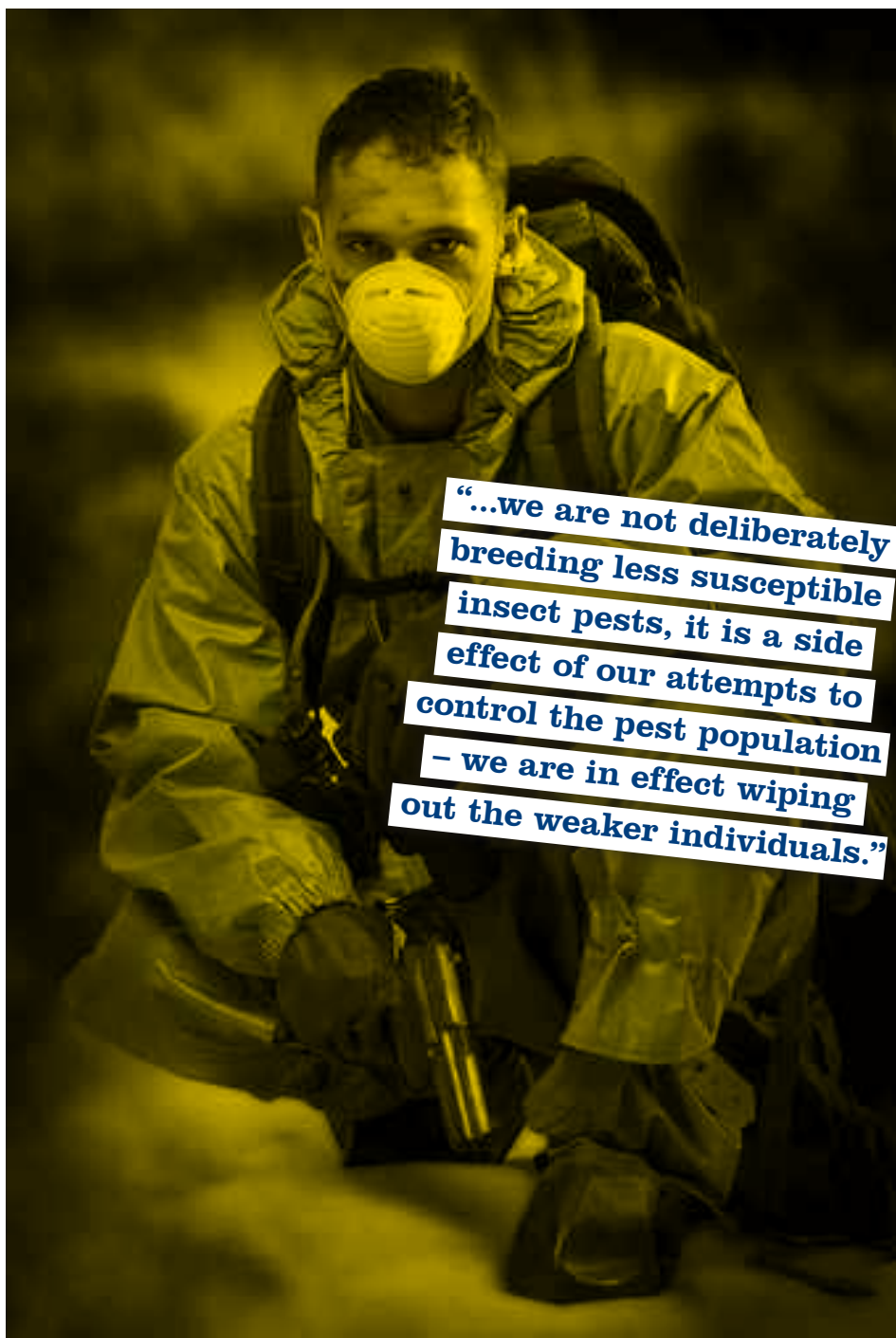
When an insect pest becomes resistant to an insecticide, it becomes harder to control, resulting in complaints, call backs, retreatments, or the need to use other (often more expensive) products. Perhaps most importantly, customers may become dissatisfied, impacting of your company reputation. It is not just the pest controller who suffers when insecticide resistance develops, the general public also loses a means of protection from insect pests. Insecticide manufacturers are also interested in insecticide resistance, as it can effectively negate products that required hundreds of thousands of hours of work (and millions of pounds) to develop.

So what exactly is insecticide resistance?

One useful definition is: ‘a heritable change in the sensitivity of a pest population that is reflected in the repeated failure of a product to achieve the expected level of control when used according to the label recommendation for that pest species’ (source: Insecticide Resistance Action Committee 2003). So, the development of insecticide resistance in a population of

insects describes a change in their susceptibility. The insect pest population used to be controlled successfully with a given product, but now cannot.

Heritable change means the resistance can be inherited by the offspring of resistant individuals – a process similar to pedigree dog breeding. Only individuals with the desired characteristics are bred from, with the anticipation that their offspring will also have the desired characteristics. By



“When we use an insecticide bait or spray to control a pest population, **only** the insects that **come into contact** with the insecticide, and which are **susceptible** to it will be **controlled**.”

continually breeding from a population with the desired characteristic, over time it may produce individuals with that characteristic more pronounced hence the great diversity in dog breeds. The difference is that with insecticide resistance development, we are not deliberately breeding less susceptible insect pests, it is a side effect of our attempts to control the pest population – we are in effect wiping out the weaker individuals.

When we use an insecticide bait or spray to control a pest population, only the insects that come into contact with the insecticide, and which are susceptible to it will be controlled. Any that aren't will survive and are able to produce offspring. If the reason they were not susceptible was genetically determined, they are able to pass on these 'resistance genes'.

There are a number of ways an insect can resist insecticides. They may simply avoid coming into contact with it. The site of action of the insecticide within the insect may be different in resistant insects, so the insecticide no longer has a toxic effect. Such target site resistance mechanisms can be illustrated by thinking of a lock and a key. The insecticide needs to fit and bind to the target site to have its effect – any change negates its effectiveness in the same way that if a lock is changed the original key no longer works.

Resistant insects may be able to metabolise the insecticide to an inactive form, either with the help of specific enzymes, or due to an increase in the abundance of degrading enzymes. Insecticide resistant insects may also have modified cuticles, which prevent the insecticide getting into them in sufficiently toxic quantities. A good analogy of these last two resistance mechanisms is to think of a boat with a hole in its hull. You can either bail the water out faster than it can come in, (analogous to metabolic resistance), or plug the hole to stop the water coming in, as in the case of reduced cuticular penetration.

The insects remain susceptible to the insecticide, but won't feed on the bait because they are averse to a particular component of the bait matrix, glucose for example. If they won't eat anything with glucose in, including the bait, they won't contact the insecticide. Such 'bait averse' strains of cockroach have been reported. However, when the manufacturers changed the bait component to which they are averse, they once again fed on it, restoring effective pest control.

Insecticides can be grouped by their mode of insecticidal action, so for example all pyrethroid insecticides have the same target site in the insect and

control them in the same way. As a result, an insect that is less susceptible to one pyrethroid is highly likely to be less susceptible to a different pyrethroid, the same being true for other groups of insecticide. To help identify which insecticides belong to which group, the Insecticide Resistance Action Committee (IRAC) has produced a scheme which classifies all insecticides into numbered groups. So in our example of pyrethroids, all pyrethroids are in group 3A – see the IRAC website or download their app for a full list.

Insecticidal resistance is not necessarily inevitable. The chances of a genetic reorganisation or mutation arising that provides resistance whilst allowing the insect to live and reproduce relatively normally, are fantastically small. The odds of rolling ten dice all landing on a six are 60,466,176:1. However, if you roll the ten dice 60 million times, the chances of getting ten sixes are quite high. The same applies to insecticide resistance – the chances of any given cockroach or bed bug developing resistance are incredibly small, yet with the millions of cockroaches, flies, bed bugs, etc. there are in the world, it is not surprising that they sometimes come up lucky.

/continued over...

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Insecticide Resistance Management (IRM)

IRM is a way of managing pests that aims not only to rid an account of them, but also to minimise the opportunity for insecticide resistance to develop. There are a number of assumptions made in IRM – that insecticide resistance can be inherited, and that if it is unlikely that resistance develops to one class of insecticide, it is even more unlikely that it will develop to two or more classes of insecticide in the same pest population at the same time.

The main aim of IRM is to minimise the selection of less susceptible individuals in the population. If a very small proportion of the pest population is resistant to insecticide class A, and you apply only that insecticide, after application the proportion of resistant individuals is higher. As these reproduce, and population increases, the next time you use that insecticide you will further select for resistant individuals, until after several cycles the population becomes difficult to control with that insecticide class. To minimise this selection pressure, vary the class of insecticide the pests are exposed to; an individual resistant to one class is unlikely to be also resistant to a different insecticide class, so will be controlled.

“If insect pests have no food, water or a place to live, they can’t reproduce and therefore cannot pass on any genes for insecticide resistance.”

What does this practically entail?

Avoid the continuous use of insecticides from a single mode of action class by using rotations of products from different insecticide classes to break the sequence of continuous selection. Make sure you follow the product label completely – when insecticide resistance is developing the less susceptible individuals may still be controlled by the insecticide. However, they may survive an application made at below the label rate, or from inferior quality products, be that a spray or a bait. These individuals can now pass on their genes for reduced susceptibility, which if continued may lead to significant resistance and product failure.

There is often a ‘fitness cost’ for the resistant insects, in the absence of the

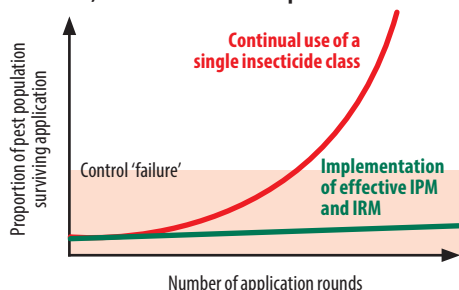
insecticide they may have fewer offspring or develop slower than susceptible individuals. As a result the proportion of resistant individuals will fall over time. However it is unlikely they will ever disappear from the population, and if IRM principles are not followed, their numbers can rapidly increase once again.

If insect pests have no food, water or a place to live, they can’t reproduce and therefore cannot pass on any genes for insecticide resistance. So ensure best practice is applied to removing food sources, where possible minimising pest entry and dispersal, and use non-chemical control methods wherever practical.

Is it resistance?

If you find that an insecticide product you’ve successfully used in the past is becoming less effective, or if you have an unexpected control failure, don’t immediately assume it is insecticide resistance. Investigate the circumstances. Was there a mistake during the application? Did someone spray over the top of your bait applications, or clean them off? Once these, and other possibilities, have been eliminated you may have a pest population with reduced susceptibility to your first-choice insecticide. Take an IPM/IRM approach to controlling this population, and use an insecticide from a different mode of action class. The IRAC mode of action classification (available online, or as an app) is invaluable in identifying to which mode of action class an insecticide belongs.

Proportion of an insect population exhibiting resistance, with or without the implementation of IRM



The Insecticide Resistance Action Committee (IRAC) was formed in 1984 as a specialist technical group of the agrochemical industry association CropLife International. IRAC’s aim is to provide a coordinated industry response to the development of resistance in insect and mite pests. www.irac-online.org

When using insecticides ensure that:

- Application equipment is properly maintained and calibrated
- Applications are made at the correct time and the right location
- Label recommendations are followed
- Technicians have been trained in the safe and proper use of the insecticide.

This is really just following best practice Integrated Pest Management, IPM, which can be summarised as:

- Identify the pest
- Take measures to exclude the pest
- Remove conducive conditions, food and/or moisture sources, etc.
- Identify the most appropriate control measure, if needed
- Include appropriate physical control measures
- Use appropriate rates of quality materials
- Train the operators, so that they can follow IPM.



The increase in bed bug infestations has been covered extensively in the media, with insecticide

resistance often partly blamed for their recent resurgence. Indeed research has shown that significant proportions of bed bug populations are resistant to different classes of insecticide, particularly the pyrethroids. However, speaking with UK PCOs many will say that they can control any bed bug infestation. It just needs a bit more time, well trained and knowledgeable technicians, and a thorough and integrated approach using a mix of physical control measures with judicious use of appropriate insecticides. This is encouraging, as it shows that the principles of IPM and IRM are known and being employed. Whilst this response to the burgeoning threat of bed bugs may have been somewhat reactive, let’s hope that best practice IRM will become standard whenever insecticides are used. As insect pests don’t respect boundaries between accounts, maintaining insecticide susceptibility in a pest population will benefit the whole industry, and the wider society.

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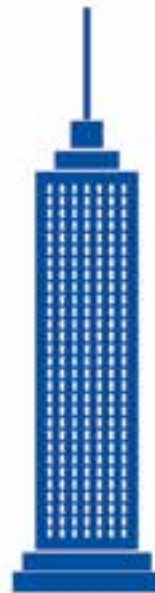
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Preparing for the summer season

After a mild winter and promising spring (and hopefully summer), it wouldn't be too far fetched to think we have a profitable summer ahead.

Phil Bowman of LanceLab Ltd and BPCA Member PPC Environmental talks sprayers, dusters and legislation to prepare you for the season ahead.

1889 wooden backpack sprayer – the oldest in the world and where it all started



Application equipment: a brief history

Compression sprayers and dusters have been the backbone of the pest control business for decades, over which there have been many changes and developments to these essential tools.

In the pest control sector the most well-known manufacturers of professional sprayers and dusters are:

- Gloria Sprayers (Germany) Est 1945
- Birchmeier AG (Switzerland) Est 1876
- B&G (USA) Est 1949

Researching the history of application equipment, the first company in sprayer and duster manufacture we found was Birchmeier (the manufacturers of the DR5 Duster, and a complete range of liquid sprayers), who were established in Switzerland in 1876 trading as Trost & Cie. In 1889 J.B Birchmeier joined the company and played a major role by designing the first vine sprayer (a modified wooden vat backpack sprayer). This was where I believe it all started, and led to the development of a number of products including the sprayers and dusters we all know and love today.

Application equipment innovation

Diversifying and generating new revenue streams has been the theme in previous editions of PPC magazine (PPC 73 'Branching out into Japanese Knotweed' and PPC 74 'Spider control'). Developments in sprayers, dusters and supporting tools over recent years have enabled professional pest controllers to provide different services to introduce alternative revenue streams. A good example for this is treating moss growth on roof tiles. The REC 15 (the first rechargeable backpack sprayer with electronic pressure control) when used with the XL8 telescopic lance allows pest controllers to do this easily, safely and fits well with a pest control service business as it can be contracted and carried out at scheduled intervals in a similar fashion to existing activities.

Diversification provides useful new sources of revenue and increased profits. Whilst on the topic of profit, it is important to remember that efficient operations are dependent on reliable equipment that has been properly maintained to avoid costly breakdowns.



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Telescopic Lance with 8m working height!



Description:

- Allows precision dusting at height.
- Lance has a working height of 1.5m to 8m.
- Reduces treatment time.
- Reduces the need for access equipment.
- Reduces the risk of injury from using ladders.

Specification:


- 7 sections, 7.1m lance + tubing kit (8m)
- A compact 1.3m tough carriage case.
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- A Spray Nozzle Kit is available for Liquid Spraying.

Attaches to DR 5

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UK & Ireland Distributors for XL 8 Lances








Maintenance and servicing of equipment

Regular inspection and record-keeping is vital for all sprayers and dusters used in pest control, and is just as important as it is for other safety equipment such as ladders and PPE.

Here's a few things you should check when servicing your sprayers and dusters before the season really kicks in.

- 1 **TUBING JOINTS** ➤ Pay attention to the reinforced tubing joints at the trigger and where the tubing joins the main compression canister. If there are cracks or dosing exits then replace the tubing. Replacing the tubing is a simple job if you have the tool for refitting the hose crimps (a crimping tool and galvanised crimps, often referred to as zero clips or double ear clips, can be purchased for as little as £9.99 online www.zeroclips.com). Your pest control distributor can supply spare tubing parts for a variety of sprayers as required.
- 2 **PRESSURE RELEASE VALVES** ➤ Check the pressure release valves for leakage and replace any defective valves.
- 3 **TRIGGER JOINTS AND NOZZLE ATTACHMENTS** ➤ Check for leakages on the joints and nozzles. Any small leakage will indicate worn seals.
- 4 **REPLACING GASKET SEALS** ➤ Kits are available from dealers and it is a simple procedure to administer. Generally it is advisable to replace all the seals on a duster every two years (based on average use).
- 5 **CHANGE FILTERS** ➤ Trigger and nozzle filters should really be changed every year, or more regularly if required.

Storage

It is important to empty your sprayers and dusters before winter storage. For dusters this avoids blockages that can occur if insecticidal dusts become damp. Another tip for dusters is to put a golf ball inside the compression canister to mix and break up compacted dust when the duster is shaken prior to use. For liquid sprayers it is best to fill with water and then spray off until empty after use and certainly before storage. This is essential to prevent clogging of trigger filters and nozzles, and can be incorporated into your calibration routine.

Calibration

It is recommended that you carry out a regular calibration test on all sprayers to ensure that worn nozzles are identified and replaced when required. BPCA Technical Manager Richard Moseley explains: "The flow of liquid, in terms of millilitres per minute, is controlled by the size of the nozzle aperture and the pressure in the sprayer tank. If you know the output of the nozzle at a given pressure, you can more easily control your spraying, this is called calibrating your sprayer, and is a simple procedure involving filling the sprayer with water and timing the discharge for a given volume of water." Richard adds "Unless you use a pressure regulator, the output of the sprayer will drop with time as the tank pressure drops. You will need to regularly check the pressure and re-pressurise as necessary as you proceed with the job." Worn and damaged nozzles result in incorrect quantities of active ingredient being applied when calculating quantities and volumes required for areas being sprayed. This greatly affects how successful your treatments will be.

Regulation considerations

When using insecticidal dusts and liquids there is a duty of care under COSHH to protect the user, the public and the environment from unnecessary contamination. Choosing the correct equipment with a large loading capacity can help with COSHH compliance. For example, when treating wasp nests with insecticidal dusts it is advisable to use a

duster that has good holding capacity. The Birchmeier DR5 easily holds a full 3kg container of Bendiocarb dust, enough for around 80 treatments. This enables refilling to be done in a controlled environment at your premises, avoiding spillage that often occurs when filling. Appropriate PPE and face masks should be worn to protect technicians during bulk refilling. For large spraying jobs the REC holds 15 litres of liquid insecticide and has an electronic pressuring system, saving the user time and effort.

Correct choice of equipment can also help with compliance with the Work at Height Regulations. The overriding requirement as set out in the regulation is "to do as much work as possible from the ground". The first example quotes "Use extendable tools from ground level to remove the need to climb a ladder ...using the most appropriate equipment."

Obviously, choice of access and application equipment is important to ensure you (or your staff) are working to meet these regulations. Treating wasp nests at height for example, it is recommended that you use an extension lance or appropriate access equipment such as ladders. When selecting a lance, ensure you choose one with sufficient reach. Lances are now available with a reach of up to 8m, but sometimes even the longest lances won't reach the right spot, and ladders may be needed. It should be remembered that ladders are only for jobs that can be completed in a short time (maximum use: 30 minutes per job). Also remember to use the correct type of ladders.

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Generally in pest control it will be the blue or green label ladders that are appropriate. Never use red label ladders (often sold in DIY stores) as this type is not suitable for commercial use and thus may be in breach of Work at Height regulations, and may invalidate your insurance in the event of a fall.

Class labels will be shown on ladders



Before any treatments are done it is necessary to carry out a risk assessment. This should include the standard health and safety considerations but also positive identification of the species being treated, as to avoid accidental treatment of non-target species. Don't forget – it is also important to check for the presence of protected species such as bats prior to undertaking any treatments. Usually found in lofts, the tell-tale signs such as dropping and grease marks should be checked for first, as it is not permitted to apply any treatment in areas where bat colonies are present.

Top tips for the 2014 season

- 1 Don't sit back and wait for the season to start – check, maintain and prepare your equipment before you get too busy.
- 2 Ensure you have adequate (enough to last you 2 days' worth of work). Most distributors provide next day delivery now, so storing large quantities of stock isn't necessary or recommended.
- 3 Check all your PPE is in good working condition, and replace or repair any faulty items.
- 4 Save the contact details of relevant organisations that you may need assistance from. For example, BPCA (01332 294 288), British Bee Keepers Association (0871 811 2282) and Bat Conservation Trust (0845 1300 228). The BPCA website members area also contains useful information on this topic.
- 5 Come along to PPC Live (see pages 10-17) to keep up to date with the latest news, products and legislation. There's even a session on sprayers. Register for free at www.ppclive.org



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Adam Juson from bed bug specialists Merlin Environmental explores how to overcome the cycle of blame in the hospitality and transport sectors.

As we all know in the pest control world, none of our clients have ever had a pest problem nor will they ever have one – it's why our sector is booming! This is even more true when dealing with bed bugs in the transport and hospitality industries.

This attitude of 'don't ask, don't tell' throws up significant barriers to effective bed bug control, with all parties blaming each other over infestations.

Only by understanding and addressing the cycle of infestation between our different client bases can the issue of bed bug control be properly addressed and the risks managed. By looking at a bed bug infestation in its entirety rather than in isolation a more complete service can be provided. This approach has massive benefits to service users but often has drawbacks and requires a new skill set from pest management professionals. We find ourselves acting as pest controllers, diplomats, negotiators and confessors.

Who is to blame?

As the saying goes, "Where there's blame there's a claim!" and in a world with more ambulance chasers than you can shake a stick at, clients will be looking to deflect blame that comes their way to others in the cycle. Globally a truly malignant blame culture has emerged and dealing with it is an inevitable part of bed bug risk mitigation work.

Blame is a very ugly concept when dealing with a pest of exposure. Hotels believe their bed bug infestations come from aircraft, buses, trains, cruise ships and so on, while the transport sector blames the hotels, hostels and cruise lines. The group that all parties seem to blame is the Americans and although a very attractive target, on this occasion they are not the guilty party. An endless circle of blame ensues with all parties blinkered by an ingrained distrust of the other industries and a fear of exposing themselves should they open communications.

The pest management industry must shoulder a portion of blame if it must be attributed. Clients are all looking for the fabled 'magic bullet', that amazing new product that will take all their bed bug



BED BUGS

'SHARING THE LOVE'

worries away. Only too often will someone, usually on the periphery of the industry, offer them some of the finest cold pressed serpent lipid extract.

The ugly truth is that the people that both the transport and hospitality sectors should be blaming are the one group they cannot survive without, their customers.

The infestation cycle

Bed bug activity has been widely reported in the transport and hospitality sectors. The transport sector are massive buyers of hotel rooms, be it for airline cabin crew, as part of a cruise package or as a stopover on a coach tour. It is easy to see how repeat exposure to infestations can occur, but encouraging clients to take that step to open a confidential information channel with their likely vector routes can be challenging. As pest management professionals we can ease the process and assist in developing cross-client processes that protect both parties.

Over the past few years a number of recurring infestations across clients have been tracked. In one example a chain of hotels had signed a deal with a coach tour company. A few months later a marked increase in bed bug activity was noted across the entire estate. The first hotels to suffer the spike in infestations were those that handled the

new contract but this quickly spread across to other associated hotels in the chain. As the hotel chain had a robust monitoring and control strategy in place the infestations were quickly detected and controlled. The pattern repeated itself soon after and suspicion descended upon the coach company. Unbeknownst to the hoteliers the coach operators had engaged a company to spray its coaches for 'beetles' that turned out to be bed bugs.

As soon as the hotel infestations were addressed, they were re-infested by the coaches and vice versa. Both parties were addressing the problem in isolation but the cycle of

infestation and re-infestation continued until both parties agreed to coordinate their detection and eradication strategies.

In some cases the cycle can be understood but cannot be controlled. In one instance a ferry company suffered a

significant bed bug problem on board a class of ship used mainly to transfer freight lorries. Unsurprisingly long distance lorry drivers were identified as the transmitter. As many of the drivers sleep in their cabs when on the road, their cabs had to be addressed as part of the strategy. This was not a problem as they were parked up on the crossing and most were on regular delivery schedules. However another offsite population was identified when talking to the affected drivers. Many of the drivers frequented the same 'house of ill repute' and no matter how diplomatic you are, that conversation is never going to end well!

Manageable re-infestation cycles have been identified between cabin crew and airport hotels and between cruise ships and port-based hotels.

Working together

As is often the way the driving force for change in any industry is the buying power of clients. An increasing number of purchasing departments are insisting on appropriate bed bug management systems to be in place as a prerequisite to a contract. This started with a cruise line that requires hotels they buy rooms from to have a documented and auditable bed bug management strategy.

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“Many of the drivers frequented the same ‘house of ill repute’ and no matter how diplomatic you are, that conversation is never going to end well!”

The hotel chain concerned uses the systems to secure further contracts in the cruise line sector. Over time the principle of proactive bed bug management has spread and been adopted by companies that come into contact with managed sites. Now we see airlines that will only lodge cabin crew in monitored sites, and coach tour operators and cruise lines requiring auditable systems as a contract requirement. The pest control sector has a vital role both alongside and between clients acting as both guardians to their reputation and as information conduit, enabling infestations to be followed between clients and controlled in entirety rather than in isolation.

The key requirement is the auditability and suitability of the system deployed on a site. There is no one size fits all package, every site is different and will require different systems, processes and technologies to be deployed to address the risks in the most appropriate manner. Simply putting down some bug traps will not go far enough. Auditors will want to see multiple detection technologies, proof of training, specialist documentation, technical support systems and internal and external quality control loops. With clients needing to trust another companies system for their own protection, the auditing process can be exhaustive.



The future is bright

We now have at our disposal a diverse range of detection and eradication technologies. Back in the dark ages the only bed bug monitors in the supply catalogues were simple twin wall cardboard devices. However most technicians had been making their own ‘Blue Peter’ traps for some time before. Now we have a plethora of detection options; refuge monitors, yeast lure devices, pheromone traps, scent detection dogs and visual assistance systems. Similar advances have been made in the area of eradication. In the early days of bed bug control the technician’s first thought was ‘what chemical should I spray today?’ More efficient and acceptable processes have developed over the past few years including freezing using CO₂, steam based systems,

and warm air heat treatment. There are however no quick fixes and managing expectations is a vital part of maintaining a healthy relationship with clients. If you are required to control bed bugs in a commercial environment you need to look beyond the door threshold or face certain failure.

The UK pest control industry has never been better equipped and trained to deal with the developing bed bug issue, this is probably why we have fared so much better than other countries and why the world looks to us for counsel and leadership.

To hear more on this subject, see Adam’s presentation at PPC Live on 21 May. Register for free via www.ppclive.org

BPCA is also running a bed bug management course on 16 September in Derby. www.bpca.org.uk/training

The European Code of Practice for Bed Bug Management is a must-read for all pest controllers working in this field. <http://bedbugfoundation.org/ecop/>



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