

JUNE 2015

# PPC79

PLUS

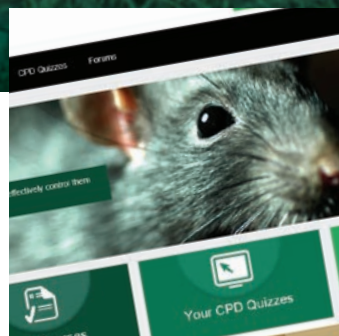
Industry news  
Networking events  
Training  
WIIS  
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## SGAR update

PPC explains the  
changes to SGAR use  
and your role in keeping  
SGARs in our armouries.



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the journal of the UK pest management industry



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TM

## Networking events



### BPCA Fumigation Conference

21 May / Felixstowe, UK

[www.bpca.org.uk/fumicon](http://www.bpca.org.uk/fumicon)



3-5 June / Cote D'Azur, France

[www.npmapestworld.org](http://www.npmapestworld.org)



### Pest Control: Is it Bugging You?

2 July / Yew Tree Lodge Hotel, Kegworth, UK

[www.sofht.co.uk/events](http://www.sofht.co.uk/events)

Quote 'BPCA' for a reduced booking rate.

### Amenity Forum Conference

15 October / King Power Stadium, Leicester, UK

[www.amenityforum.co.uk](http://www.amenityforum.co.uk)

### Pestworld

20-23 October / Nashville, Tennessee, USA

[www.npmapestworld.org](http://www.npmapestworld.org)

### PestTech

4 November / National Motorcycle Museum, Solihull, UK

[www.npta.org.uk](http://www.npta.org.uk)

### Parasitec

25-26 November / Istanbul, Turkey

[turquie.parasitec.org](http://turquie.parasitec.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 around four CPD points. Upcoming Regional Training Forums:

- Tuesday 19 May / Gateshead
  - Wednesday 10 June / Coventry
  - Wednesday 23 September / Northern Ireland
  - Wednesday 7 October / London
- See the full list of dates/venues, and book your place at [www.bpca.org.uk/events](http://www.bpca.org.uk/events)

## Online learning

**NEW VERSION AVAILABLE!**  
See page 22 for details.

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

[www.bpca.org.uk/online](http://www.bpca.org.uk/online)

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

To view BPCA's full training calendar for 2015 visit [www.bpca.org.uk/training](http://www.bpca.org.uk/training)

Examinations	2015 dates	Venue	Member cost (exc. VAT)	Non-member cost (exc. VAT)
RSPH/BPCA Level 2 Award in Pest Management	30 May	Oxford		
	9 June	Derby		
	3 July	Derby		
	6 August	Derby	£140	£165
	18 September	Croydon		
	22 September	Northern Ireland		
	6 October	London		
More dates are available on the BPCA website.		23 October	Northern England	
BPCA Accredited Technician in Pest Control	5 June			
	25 September	BPCA offices, Derby	£245	£330
	24 November			
BPCA Certificate in Bird Management	16 November	BPCA offices, Derby	£100	£120
BPCA Fumigation Diploma	22 May	BPCA offices, Derby	£145	£175
BPCA Certificated Field Biologist	26 June			
	5 October	BPCA offices, Derby	£305	£415
	26 November			
	1 December			

Courses	PROMPT Register	PROMPT CPD	2015 dates	Venue	Member cost (exc. VAT)	Non-member cost (exc. VAT)
Modular Pest Control Course *	38		24 Sept - 23 Oct	North	£725	£925
General Pest Control (residential) *	24		13-18 Sept 13-18 Dec	Hallmark Hotels, Croydon University of Warwick, Coventry	£755	£955
Using Aluminium Phosphide Safely for the Management of Vertebrate Pests (includes RSPH assessment and exam)	10		23-24 June 21-22 Sept 5-6 Nov	BPCA offices, Derby	£300	£365
Food Safety Level 2 (includes RSPH exam)	TBC		8 June 17 Nov	BPCA offices, Derby	£60	£70
Food Safety Level 3 (includes RSPH exam)	TBC		2-4 Dec	BPCA offices, Derby	£350	£450
Fumigation Theory (includes RSPH Level 2 Certificate in the Safe Use of Fumigants for the Management of Invertebrate Pests Unit 1 exam)	TBC		12-15 Oct	BPCA offices, Derby	£725	£925
How to plan and deliver effective training (includes CIEH Level 3 Award in Training and Education exam)	TBC		30 Sept - 1 Oct + 28-29 Oct (4 days)	BPCA offices, Derby	£450	£650
Bed Bug Control	12		29 Sept	BPCA offices, Derby	£165	£195
Urban Bird Control and Management	20		16 Nov	BPCA offices, Derby	£185	£215
Pest Control Awareness			13 Nov	BPCA offices, Derby	£165	£195
Starting Out in Pest Control			4 Sept	South	£165	£195
How to Sell in the Pest Control Industry			13-14 October	South	£300	£365

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

\* includes RSPH Level 2 exam fee, British Pest Management Manual and six weeks' access to the BPCA Online Learning programme prior to the course.

**Book by calling 01332 225 111 or via [www.bpca.org.uk/training](http://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.

We are currently updating our online CPD quiz system so there won't be a new quiz in this issue. Online CPD quizzes will be relaunched in June 2015 (see page 22).



# PEST CONTROL TECHNOLOGY EXHIBITION

Public health and Pest Control



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association



# Busy times

simon@bpca.org.uk



It's been a busy old time at BPCA, what with PestEx; a range of initiatives; our work to get the Diploma Part 1 accepted under SGARs stewardship; a meeting with HSE to express our concerns about illegal internet sales; the launch of a new version of the BPM Manual plus a brand new online learning system – all these and more are detailed in this issue.

Our National Survey of Pest Species got some great coverage at Election time, and gathered over £335,000 of free PR for our members and BPCA in a range of media from the Sunday Times to the Metro, BBC Radio (every UK station) and local/regional papers too. With a Conservative Government elected, our message is that austerity cuts pressure council pest control, and professionals (not amateurs) need to pick up the pieces to avoid long term issues.

The professionalism agenda is moving forward. We now know what existing qualifications are acceptable for the purchase and use of SGARs. BPCA members can rest easy as we've ensured you're ahead of the game as usual. We're also seeing clients taking a stronger interest in pest control. The

client panel at PestEx demonstrated that, and in June there's a get-together of global names in retail, hospitality etc. in France to discuss what they see as the future for pest control in their premises. BPCA will gather intelligence for our members but, if you fancy meeting key people placing pest control contracts (and who doesn't?), I suggest you dust off your business cards, clean your sunglasses, and book a cheap flight to Nice.

Both Rentokil's purchase of Prokill and Pelgar buying Agropharm change the landscape somewhat – consolidations often do, but exactly how only time will tell.

It's never good when key team members leave, and both Richard Moseley and Laurence Barnard decided to move on from the Association. I'm sorry to see them go, but pleased their expertise will stay within BPCA Member companies, and I wish them every success. BPCA has changed massively in recent years, in large part due to their tireless efforts to improve not only the Association, but each and every member company. They leave us a stronger, and better, organisation, and I am proud to have worked alongside them both.

**Simon Forrester**

BPCA chief executive

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**www.bpca.org.uk**  
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**CPD for 2015: 2 points**

BASIS reference: PC/40581/15/g

PROMPT is a registered trademark of BASIS (Registration) Limited. To join PROMPT visit [www.basispestcontrol.co.uk](http://www.basispestcontrol.co.uk)

## New website for BASIS PROMPT

In June BASIS Registration Ltd is launching its new and long-awaited upgrade to the PROMPT website.

The new site will feature:

- A searchable map of pest controllers who are members of PROMPT.
- The ability for PROMPT registrants to update personal details e.g. address, invoice address, etc.
- Improved database of CPD-pointed events, so PROMPT registrants can find the relevant one.
- Improved information for employers, allowing them to access a summary of employee's CPD.
- Additional information about the scheme for customers.

In late April the PROMPT scheme had 3,056 members.

[www.basispestcontrol.co.uk](http://www.basispestcontrol.co.uk)



## BPCA lobbies on unregulated web sales

On 22 April BPCA Chief Executive Simon Forrester attended a meeting with HSE to discuss our long held concerns over the sale of 'professional use' products on the internet and the high risk of unregulated products (not approved by HSE) finding their way into the UK. The points raised were backed up with examples provided by both Bayer and Syngenta.

Simon said of the meeting, "We have been concerned for a long time over the sale of products via the internet, so much so that we set up a 'hotline' to eBay where we can report an auction item and it will be removed without question. At the meeting we provided examples of eBay, Amazon and other online marketplaces showing the sale of products from overseas without HSE numbers, postage of restricted products sent using Royal Mail, and much more. BPCA is committed to hammering home the message of professionalism and the need to protect and develop a strong supply chain."

## Agropharm bought by Pelgar



**International**

In another industry consolidation, PelGar International has

acquired Buckinghamshire-based pesticide manufacturer Agropharm, which also has a manufacturing capacity in Telford, Shropshire.

"Agropharm offers a wide range of quality products



**Agropharm Ltd**

and marketing solutions for the retail, professional pest control, public health and crop protection markets," explains Gareth Capel-Williams, managing director, PelGar International.

"This acquisition provides an excellent synergy with the PelGar product range and customer base. In particular, Agropharm's natural pyrethrum range will help to boost our market share in the international pest control and agricultural sectors."

Both companies will, for the time being, continue to operate independently, and with minimal crossover of products in the pest control and agricultural sectors initial consolidation will be negligible.

[www.pelgar.co.uk](http://www.pelgar.co.uk)

## BARRETTINE'S NEW TECHNICIANS' FIELD GUIDE

Hot off the press comes the latest edition of the Barrettine Pest Control Technicians' Field Guide. This third edition is a whopping 123 pages of detailed information set out in a handy and robust wire-bound colour booklet.

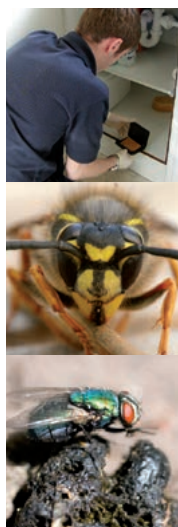
It covers the identification of flying and crawling insects, rodent and non-target rodent pests, stored product insects, bird pest species, bird control legislation and the products that can be used to control these

pest species and includes a new section on pesticide application via hand held or backpack sprayers, space sprays (ULV/LV), dusts and gel formulations.

Additional sections covering rodent baiting techniques of indoor, outdoor and burrow baiting as well as the understanding of Lethal Dose (LD50) of chemicals.

Call the Barrettine office on 0117 967 2222 to buy your copy, priced £16.25.

[www.barrettine.com](http://www.barrettine.com)



## Are you a registered BASIS PROMPT professional?

PROMPT is an independent industry-recognised register of suitably qualified people who can genuinely claim to be professionals in public health pest control and related activities.

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[www.basispestcontrol.co.uk](http://www.basispestcontrol.co.uk)

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# All change at BPCA

## INCOMING NEW TALENT

### Dee Ward-Thompson

**BPCA Technical Manager**

**01332 225 103**

**dee@bpca.org.uk**



Dee joined the BPCA team in April 2015 from a member company, OCS Cannon, where she'd been UK Technical

Manager since 2008. Before then Dee was Operational Quality and Food Safety Manager for Mars, with a remit to manage pest control.

Dee said, "My working life started as a pig farmer so working around rats was an everyday occurrence. Pest control was a new and exciting career change for me – the first time I attended a training course I came away with a desire to learn more, which grew with every course I attended. After seven years in the industry my passion and interest has grown and each day is still as exciting as the first. Having been both a client and a servicing company I am now looking forward to playing an instrumental part in driving the industry forwards and supporting our members."

Dee's key responsibilities are around technical support for the membership, handling technical queries for the public and assisting clients with their pest control tendering and specification writing. While representing BPCA, Dee helps produce best practice documents, drafts legislation, and lobbies to represent members' interests. BPCA Chief Executive Simon Forrester said, "We are very lucky to have recruited Dee, as I know she is well respected within the industry. I have been impressed by the professionalism she displays. I am sure this will bring great benefits to our membership in the years to come."

### Danni Baker

**BPCA Administrator**

**01332 225 107**

**danni@bpca.org.uk**



Danni joined BPCA in February 2015, taking the role of Administrator. She graduated from Huddersfield University in 2009 with a degree in performance, and has

over 10 years' experience within hospitality management. Danni said, "I'm very happy to be a part of BPCA, it's a great company to work for as it strives to help both companies and independent pest controllers achieve the highest standards. This is a complex industry so it's always busy, and I have enjoyed learning about the side of pest control nobody would ever see unless working within it."

Danni provides support to all areas of BPCA's operation and ensures smooth delivery of services to our members. BPCA Operations Manager Lorraine Norton said, "Danni's a great addition to the team, and is an excellent first contact with our membership and the public. Her people skills come in very useful at our many events and on the phone."

### Gareth Cleland

**BPCA Marketing Officer**

**01332 225 115**

**gareth@bpca.org.uk**



Gareth joins BPCA in mid-May. He has worked in marketing roles for organisations including the English Institute of Sport, Mertrux, and the University of Derby. Gareth has a degree in Business & ICT and holds a CIM Professional Certificate in Marketing.

Gareth said "I'm really excited to be joining the BPCA team. From what I've seen there are lots of great projects to tell our members' customers about, such as our new membership criteria, and I'm looking forward to getting embedded in the industry."

## OFF TO PASTURES NEW

### Richard Moseley

**Bayer Technical Sales Manager**

**richard.moseley@bayer.com**



Richard Moseley leaves BPCA in mid-May to take up the role of UK and Ireland Technical Sales Manager with Bayer, with a remit covering professional use pest control products.

Simon Forrester said, "Richard has been a driving force in the transformation of BPCA to the professional association for our sector, and I'd like to publically thank him for his consistent hard work and professionalism over the last seven years. No doubt we'll be seeing him at our regional events in the months to come!"

### Laurence Barnard

**Killgerm Area Sales Manager**

**07836 344504**

**laurence.barnard@killgerm.com**



Laurence Barnard said farewell in March as he moved across the industry to join Killgerm, taking up the post of Area Sales Manager for the East Midlands / East Anglia. Laurence explains, "I've thoroughly enjoyed my time at BPCA and will be sad to leave. I thrive on opportunities where I can spend time with technicians and company owners 'on the ground', and I look forward to the new challenges ahead of me."

Laurence, who has served three years at BPCA, was central to a variety of BPCA successes including the launch of the new website and referrals system, the National Survey, Affiliate Scheme, and PPC magazine. BPCA Chief Executive Simon Forrester said "I'd like to thank Laurence for his significant contribution to our ongoing success. This is a great move for him - our best for the future at Killgerm!"



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news

## National Survey hits headlines with £335,000 value for members



The launch of this year's BPCA National Survey of Pest Species was a major PR win for the Association and its members, with widespread publicity across the press and TV.

Simon Forrester said, "We've seen our survey on the BBC website homepage, and featured in the Sunday Times, Mirror, Metro and Mail Online. There was greater interest from broadcast channels this year with particularly strong coverage across the BBC."

A page lead in the Sunday Times (together with a double-page feature in a supplement) led further widespread coverage both in the national newspapers and in regional publications across the country.

The survey of every local authority gives a picture of the impact of cutbacks on council

pest services, and shows the need for professional pest control working in tandem with councils to deliver services to the public.

Guy Pearson, Account Manager at BPCA's PR agency Shepherd PR said, "This year's BPCA National Survey attracted a huge amount of coverage and initial estimates put the Advertising Value Equivalent (AVE) figure – i.e. how much it would cost to secure similar coverage through basic advertising – well in excess of £335,000 at time of going to press. We expect more coverage to come in over the next weeks and we'll look to present a more accurate figure when the dust has finally settled."

[www.bPCA.org.uk/research](http://www.bPCA.org.uk/research)

## SERVICING COMMITTEE UPDATE



In June James Ostler is stepping down as Chairman of BPCA's Servicing Committee. He provides a roundup of some of the recent activities and achievements of the Committee.

I like to think the Committee has significantly developed

its role and achievements over the last couple of years. We created a formal Terms of Reference which set out the Committee responsibilities and provided a structure to make a difference to both BPCA and our members. One of the best outcomes has been a noticeable improvement in the quality of discussions and contributions from the high calibre individuals the Committee is now attracting.

The Committee has really focused on taking the Association forwards by developing professionalism and standards, scrutinising the way members are audited, launching Codes of Best Practice and making sure member benefits are fit for purpose.

Professionalism has featured heavily during our sometimes lively discussions, from a new complaints procedure to reinforcing the PMA Code of Practice on the Humane Use of Rodent Glue Boards, and the need to

conduct surveys.

One memorable discussion centred on a theory that current wasp treatment practices cause an increase in wasp stings – a discussion that will continue.

The Committee has excellent attendance and invariably multiple expressions of interest to join as vacancies arise. There is one vacancy now, so if you have the skills and competencies to help shape and develop our trade body, please do get in touch via [rachel@bPCA.org.uk](mailto:rachel@bPCA.org.uk)

I am passionate about taking the BPCA forward and intend to stand for a Board position at the AGM in June. Naturally your support would be appreciated.

I welcome the Committee's nomination of Phil Halpin from Countrywide for the Chair, and wish him every success.

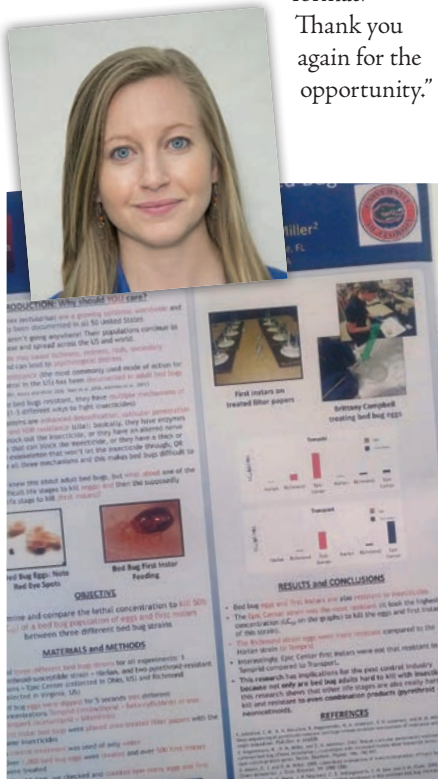
**James Ostler MCIEH, CMIOSH**  
Chartered Environmental Health Practitioner  
Outgoing Chair of Servicing Committee  
Director, Positive Environmental



# PestEx/IPC poster competition winner announced

Brittany Campbell, PhD student in the Entomology and Nematology Department at the University of Florida won top prize of \$1,000 courtesy of Brandenburg UK plus a two-year subscription to IPC and a copy of the latest British Pest Management Manual. Brittany won for the entry 'Insecticide resistance in bed bug eggs and first instars'.

Brittany said, "I'm thrilled to have won the competition. It was a great learning experience for me to convey scientific information in a concise, easy to read format. Thank you again for the opportunity."

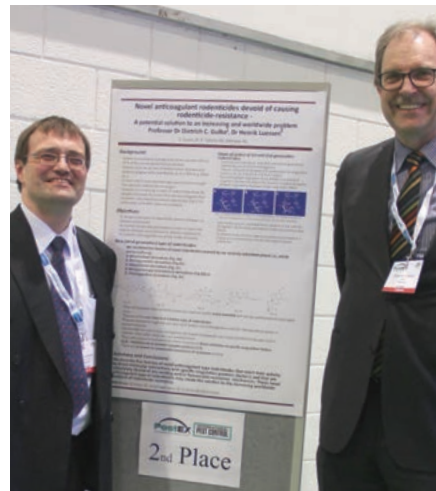


Winner Brittany Campbell with her poster

David Loughlin, IPC Editor and Chair of the judging panel said, "We felt the content was clear and well-presented, making it easy for the reader to understand and to appreciate the work involved. In addition to the subject being relevant to the pest control industry, Brittany precisely introduced the subject, explained her methodology and concisely detailed the results of her investigations."

Second prize of \$500 went to 'Novel anticoagulant rodenticide devoid of causing rodenticide-resistance' by Professor Gulba and Dr Henrik Leussen of Tytonis BV. David said, "It was a close decision between first and second – the subject matter is of considerable interest and relevance to the public health industry. It will be interesting to see how this research progresses in the coming years."

[www.international-pest-control.com](http://www.international-pest-control.com)



Second prize winners Dr Leussen and Professor Gulba pictured with their poster

## DISTRIBUTOR NEWS



### Pelsis offers trade counter collection from both north and south UK

Pelsis have recently announced that its full range of professional pest control products are now available for trade counter collection in both its Harrogate and Basildon UK distribution centres. Drop in to see, and enjoy free wifi and coffee!

[www.pelsis.com](http://www.pelsis.com)



### 1env moves back to the future

Distributors sometimes go back to previous prices, or return to long-established product lines, but 1env has a new first – the company has moved back into the old Leigh-on-Sea premises occupied before the sale of SX to Pelsis! The reason for the move is to merge 1env's three existing distribution warehouses, training centre, showroom and manufacturing plant into a single central hub, servicing the whole of the UK and Ireland. The premises also feature a meeting room, plus onsite servicing of products on behalf of 1env customers.

1env claims the facility features Europe's largest showroom of pest control products. If you'd like to go along and check it out, the new (or should that be old?) address is:

1env Solutions Ltd  
Unit 4 Airborne Industrial Estate  
Arterial Road, Leigh-on-Sea  
Essex SS9 4EX

Tel: 01702 525 202

[www.1env.co.uk](http://www.1env.co.uk)



Robinson Wire Cloth Ltd.

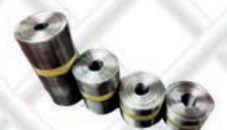
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[info@robinsonwirecloth.co.uk](mailto:info@robinsonwirecloth.co.uk)



# TWO NEW bait formulations



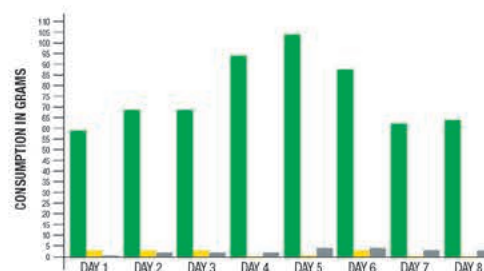
## UNIQUE Jade Cluster Grain Formulation



Jade Cluster Grain contains: 0.005% bromadiolone

- ✓ Packed with sesame, millet and much much more!
- ✓ Extremely palatable, irresistible formulation
- ✓ Easy to eat shaped bars
- ✓ Ideal for dry and damp conditions

This graph indicates Rodent consumption of Jade Cluster Grain (in grams) compared to Paste and Block baits on a daily basis over an 8 day period.



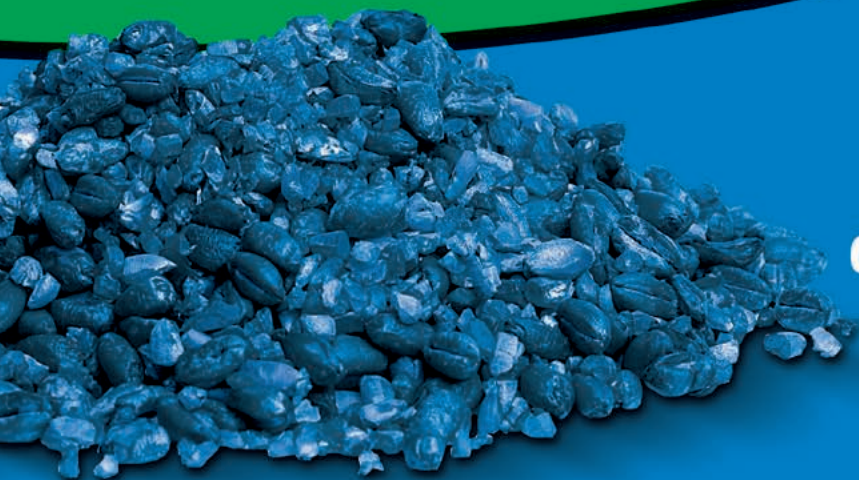
Cluster Grain  
Paste  
Block

The test took place over 8 days.

Each bait station contained a cluster grain bar / paste sachet and block bait.

The bait stations were checked every day and results noted.

## SAPPHIRE Grain



Sapphire grain contains: 0.005% brodifacoum

## A unique formulation of cut wheat & whole wheat for both rats and mice

Brodifacoum based bait approved for in and around building use

Please contact Lodi UK on 01384 404242 or email [sales@lodi-uk.com](mailto:sales@lodi-uk.com)  
[www.lodi-uk.com](http://www.lodi-uk.com)



# LodiUK

Use biocides safely, always read the label and product information before use. Jade contains 0.005% bromadiolone & Sapphire contains 0.005% brodifacoum



# Products news in brief

## Two new alternatives for BASF Storm

Active: Flocoumafen.

Single feed moist pasta soft block in a permeable sachet to protect against spillage. Effective for dry environments in and around buildings where populations are grain bait-shy or where competition

from other food sources is high.

Also available as Storm Mini-Bits as a cereal/sugar based loose bait with high palatability, most suitable for indoor use.

[www.pestcontrol.basf.com](http://www.pestcontrol.basf.com)

## Sachets for Muskil

Active: Bromodialone and Difenacoum.

Barrettine's dual-active Romax Muskil is now available in 50g sachets in a 5kg tub.

[www.barrettine.com](http://www.barrettine.com)

## VectorFog saves your arms

A lighter and quieter ULV fogger, the C150+ is now available, incorporating an 8m spray distance at 80 degrees.

[www.vectorfog.com](http://www.vectorfog.com)

## BPM Manual – 2015 edition



The 2015 edition of BPM Manual includes additional information on legislation such as Plant Protection Products (Sustainable Use) Regulations 2012, Biocidal Product Regulation (EU Regulation No.

528/2012) (BPR), updates on waste and disposal of pesticide guidelines, Wildlife Incident Investigation Scheme, and changes to rodent controls, baiting, use of rodenticides and safe use of anticoagulants. Price held at a remarkable £110 plus delivery! **Call 01332 225 107 to order.**

## EradiSect

### EradiSect Smoke Generators

Active: Permethrin 13.25%  
Fumers for Cluster Fly season, especially good for lofts. System uses a safer non-spark fuse



### EradiSect Single Shot Insect Killer

Active: Pyrethrins 0.25%  
Total release water-based aerosol for fogging loft spaces and bedrooms. Also suitable for animal facilities e.g. poultry houses requiring adherence to organic



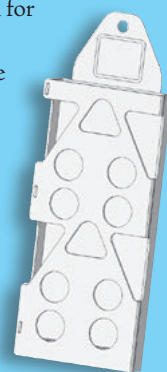
schemes

### EradiSect Moth Hanger

Suitable for monitoring and trapping, and available with a hook for wardrobes or a pin hole for walls.

Effective against stored

product (Ephestia/Plodia) and clothes moth (Tineola Bisselliella).



[www.1env.co.uk](http://www.1env.co.uk)

## New ServSuite module launched

Using your office phone system to automatically search through customer accounts, bringing up account details such as balance, service history and future visit dates. The system connects with certain VOIP phone systems to pop up the customer's record as they call, thus eliminating manual searches.

[sales@servsuite.net](mailto:sales@servsuite.net)

## Snap Tab and Snap Gel

If target rodents like particular foods, they may become bait-shy. To overcome this, Russell IPM has made an attractant in curry, cheese, vanilla or chocolate flavours.

[www.russellipm.com](http://www.russellipm.com)

## Black Halo and Aura launched

Insect-o-cutor have launched matt black versions of their Halo glueboard and decorative aura units.

[www.insect-o-cutor.co.uk](http://www.insect-o-cutor.co.uk)

## Product alert: drowning traps

The launch of water-based rodent drowning traps from Enthomos and Mimetic has prompted PPC to discover if they are legal to use in the UK.

Paul Butt from Natural England said, "There is both a legal and ethical dimension to the use of drowning traps. Pest controllers are advised to exercise caution when considering their use as both the Animal Welfare Act 2006 and the Wild Mammals Protection Act 1996 both apply." This topic will be discussed in detail in the next issue.

## Stop the march of bed bugs

The Bugo device from Simpson Turner Ltd sticks to the floor around the bed leg, and acts as both a monitor and sticky barrier to the bugs, lasting for up to eight weeks and available in hard and soft floor versions.

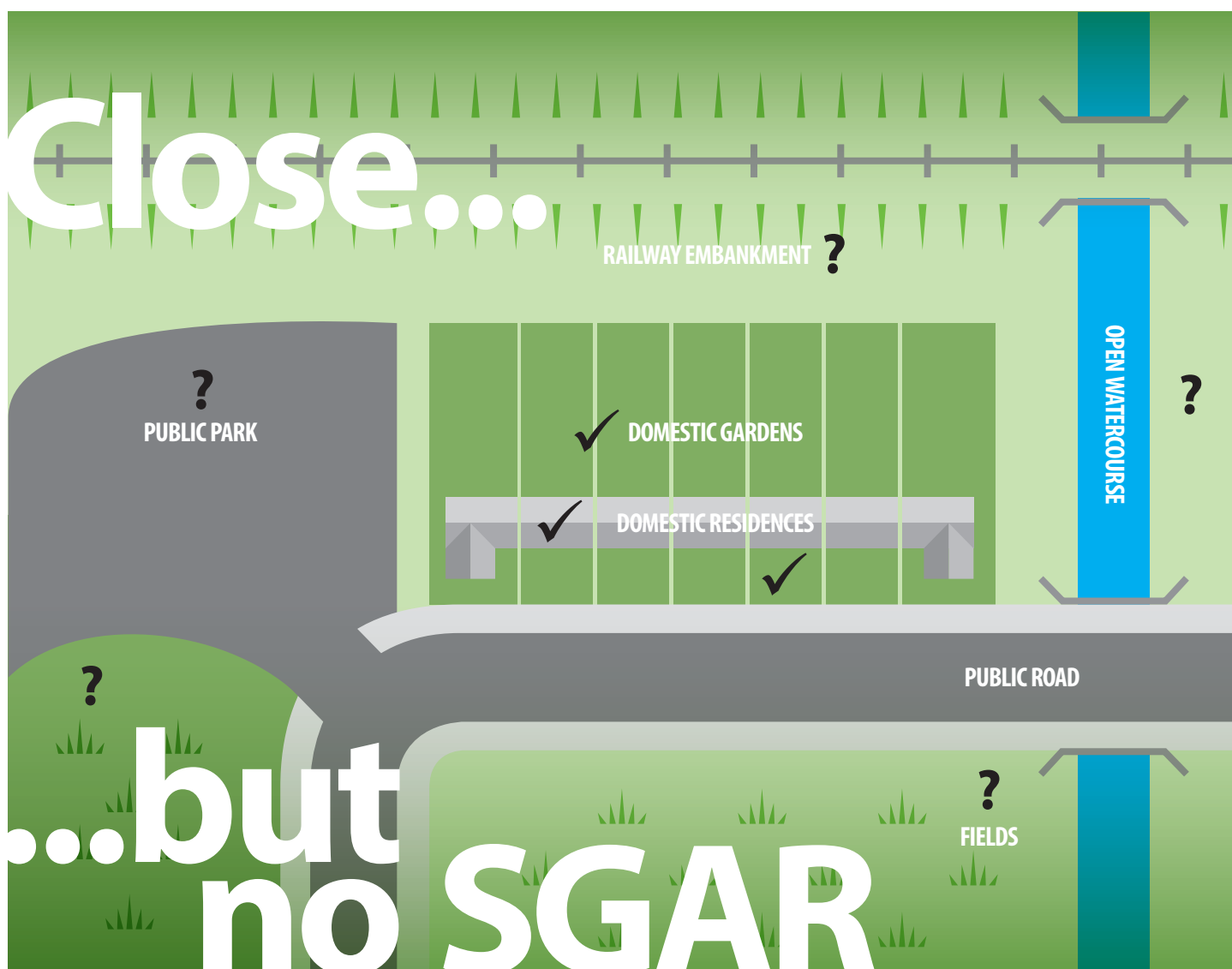
[www.TheBugo.co.uk](http://www.TheBugo.co.uk)

## Rentokil AviGo gel now available

Now pest controllers can buy Rentokil's bird-repelling gel, which contains a chili pepper extract for use on roost areas.

[www.rentokil.com](http://www.rentokil.com)

**REMEMBER:**  
ALWAYS READ THE LABEL  
AND INSTRUCTIONS  
BEFORE USING ANY PEST  
CONTROL PRODUCT



The Stewardship Scheme for Second Generation Anticoagulant Rodenticides has taken shape, but the devil is in the detail. Dee Ward-Thompson and Richard Moseley explain the changes to SGAR use and your role in keeping SGARs in our armouries.

The CRRU Code of Best Practice was produced with the support and guidance of SGAR users and their supply chain in order to respond to demands to reduce risks to an acceptable level. We just about avoided a ban on SGARs due to both their persistent and bioaccumulative nature, and the harm they cause to non-target species. We are lucky that there are currently no safer alternatives, but at a European level there is significant pressure to control or even ban these chemicals. In the UK, the HSE is minded to protect wildlife and in particular predatory birds by imposing a course of action on industry, i.e. to come up with a way of both measuring and minimising harm, in part through the development of the Code of Best Practice (COBP).

The COBP brings together the latest knowledge and best practice in an easy-to-read format. The document is based on two HSE information sheets (Safe Use of Rodenticides on Farms and Holdings (1999) and Urban Rodent Control and the Safe Use of Rodenticides by Professional Users (2004)), both of which have now been withdrawn. The key point here is that this new document spans several user groups, namely farmers, gamekeepers and of course us, the professional users including both commercial companies and local authorities. The authors have tried to explain that this is a change of emphasis, not a change in practice. In the past users may have reached for the SGAR tub as a first action – now we must all

consider other options first, keeping SGARs as a last line of defence and a temporary one that must be justified via a suitable assessment process.

The COBP states that tamper-resistant bait boxes have given our industry a false sense of security, allowing us to justify permanent baiting. This must stop. The document is built around the concept of risk hierarchy, which means that least severe methods must be used first – the Integrated Pest Management route by another name.

Three clear messages emerge: the status quo cannot continue; we cannot become complacent; and stewardship is the responsibility of everyone in the supply chain.



“This is a **change of emphasis**, not a change in practice.”

Can you practice rodent control without following CRRU's guidance?

Picture credit: Los Angeles Times www.latimes.com



Some pest controllers may feel that their practice is safe enough, and that they do not need to change what they are doing. But both trade associations have already made compliance with the Code mandatory for their members, and suppliers are tightening up on who they sell to, including the 'sub-distribution' chain. From next June if you've no recognised qualification, you're not buying the products yourself. It will be interesting to see the first prosecution of a 'professional' under this new regime.

Don't let it be you!

For those of you who don't want to go down the whole qualifications/CPD route, you are very welcome to visit your local big-box retailer and buy amateur use lower dose products of a maximum 1.5kg pack size. Good luck trying to charge a customer for using products they can buy themselves though!

You should also consider that even an amateur use product may be classed as 'professional' if applied for financial reward. Here be dragons for the unwary!

**GOOD LUCK TRYING TO CHARGE A CUSTOMER FOR USING PRODUCTS THEY CAN BUY THEMSELVES THOUGH!**

### What's left to do?

There has been significant progress with stewardship, but there are some major tasks to complete. For example, suppliers need to address point of sale issues for both face-to-face contact (e.g. sales at farm shops) and over the internet. This was a topic BPCA raised at a recent meeting with HSE. Perhaps what the industry also needs is an exam for those selling the products, in a similar vein to the BASIS Certificate in Crop Protection (Aluminium Phosphide for Vertebrate Control). Whatever is required, the Point

of Sale Working Group has been charged to ensure the supply chain operates to the Code and to support the success of the Stewardship Scheme.

One of the requirements of the stewardship regime is for SGAR users' compliance in the field to be assessed i.e.

how they measure up to the requirements. This work will likely fall to the trade bodies. As BPCA is the only trade association set up to audit all its members on a regular basis, we believe our members will not only not have to change practices, but it is unlikely our membership

## FIVE POSITIVES

- 1 Stewardship isn't new to us – we've been doing this since COPR came in around 35 years ago. All we have to do is make sure our practices stay safe.
- 2 Label changes will mean products such as resistance-busting 'one feed' baits can be used 'in and around buildings' i.e. to control an infestation that affects the building and its occupants (check each label first though!) This also allows quicker control through pulse baiting, which saves you time and money on re-visits, and reduces the risk of harm to non-target species.
- 3 A higher barrier to entry may well mean some 'window cleaners' and casual users may be forced or just decide to stay out of rodent control, opening up new markets for professionals, and also allowing us to set appropriate fees for the work carried out.
- 4 BPCA members are probably in the strongest position of any group involved in rodent control. We conduct regular audits using independent experts, all our members' technicians are trained to the right standard and maintain their knowledge through CPD. All members also have a support mechanism in place from both their supply chain and professional trade body.
- 5 If we as the professional user sector do what is being asked of us, we will demonstrate to regulators that we are the 'safe pair of hands' and in the event of a tightening of regulation we should have earned the right to continue to use SGARs.

subscriptions will have to rise. As for those who are not BPCA members, there will be a cost associated with this audit process, and someone will have to pay for this. Who that is has not yet been decided.

There are also further qualifications to consider (see page 15) and of course the issue of what to do about the farmers and their lack of engagement has yet to be tackled. As one anonymous industry source put it; if farmers aren't prepared to get their house in order, the suppliers may be forced to stop selling to agricultural users, or HSE may remove farmers from their definition of professional users. Either way, a win for our sector.

/continued over...

## Label changes – don't get caught out

	EXISTING LABEL	NEW LABEL
Approved under	COPR	BPR
Statutory box on the label?	Yes	No – the whole of the label is the 'box' now, which means the whole of the label needs to be followed.
Other changes		New phrases used on products
Dates	Phased out by 2016	Being phased in now
Products for use away from buildings	Labelled 'for use indoors and outdoors'	Open area use (NB will not include 'one feed' products by supplier mutual agreement)

The changes to labels mean that it's even more important to check and re-check every time you grab a tub of bait from the back of the van, or consider ordering from your friendly neighbourhood supplier. Ensure you are clear what uses are authorised before you buy a product – professional suppliers will be able to give you clear advice on this. The CRRU Regulatory Working Group is driving the simplification and harmonisation of SGAR labels – a useful model for other product types in the future!

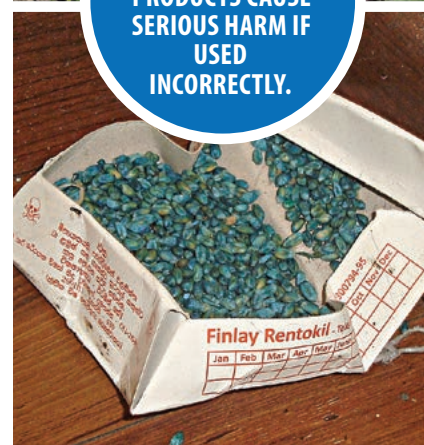
One key change is the use of the phrase 'in and around buildings' which is defined as the area around the building that requires treatment in order to control the infestation of the building. This phrase covers sewerage systems and ships, but

not open areas like fields, parks, waste dumps or golf courses. There is no specific UK case law defining a reasonable distance from a building to effect control, and BPCA fought to keep this deliberately 'vague' – after all, you are the experts, not some chap with a tape measure. The pest controller would need to ensure they could justify treating an area to control an infestation in a building.

As for the definition of building, it's currently vague but don't start buying shares in a gazebo company just yet! We estimate it would need to be either a structure where people live, or a building where rodents were actually or potentially causing property damage or spreading disease.



THE PUBLIC NEEDS TO REALISE THESE PRODUCTS CAUSE SERIOUS HARM IF USED INCORRECTLY.



### In summary

There is still a huge mountain to climb in terms of education: of pest controllers (particularly those who don't read the trade press or attend events); of suppliers (who need to check the credentials of those wanting to buy SGARs); of the public, who need to realise these products cause serious harm if used incorrectly; of occasional users such as farmers and gamekeepers, where the potential for misuse is greatest; and finally of clients, who need to realise that the old 'ring of steel' has rusted away, and now non-toxic monitoring and risk hierarchies are the way forward.

One thing is clear – if we mess this up, we will have loaded the gun for HSE. For the sake of both public health and our industry, it's too important to get wrong.

### FIVE NEXT STEPS

- 1 Read the CRRU Code of Best Practice and make sure you and your company are doing things the right way (you probably are, but do check). Pay particular attention to whether you can justify any situations where you may be considering permanent baiting, and document accordingly.
- 2 If you're not yet qualified to the right standard, plan to do so in the next twelve months – otherwise you may find suppliers won't sell you SGAR products.
- 3 Join a recognised CPD scheme and show you are staying up to date e.g. by attending free association / supplier events, or taking online CPD quizzes.
- 4 Tell your clients exactly what the new rules are, and how they can work with you to use SGARs appropriately (BPCA has a letter for members to use with their clients).
- 5 Check (and re-check) the labels of the products you are using – they are changing. You may find a product that was previously available is no longer authorised for that purpose. If you need a particular type of product with a particular authorisation, ask some suppliers for their help and advice.



# Congratulations! You're a Grandfather!

Are you going to be able to purchase professional rodenticides from June 2016? Is your training certification acceptable for purchasing professional rodenticides from next year? BPCA Training Manager Mandy McCarthy-Ward investigates.

From June 2016, any professional wishing to purchase rodenticides will require proof of their competence to utilise the most effective and least toxic rodent control methods. This is in the form of both an acceptable qualification and proof of staying up to date, i.e. CPD (such as BASIS PROMPT registration).

The Campaign for Responsible Rodenticide Use (CRRU) has been tasked with developing and running the stewardship scheme. CRRU has set up a Training and Certification Working Group, responsible for identifying and approving training courses which are appropriate for an individual to demonstrate sufficient knowledge in effective and safe rodent control.

The table on this page shows CRRU Training and Certification Work Group-approved certification, acceptable at the point-of-sale for purchase of professional use rodenticides under the terms of the SGAR stewardship regime.

'Grandfathered' certification means a qualification that you have achieved but that is no longer being offered. Existing certification is courses that were around when the stewardship scheme began. The

new certification includes any of the new Level 2 qualifications in rodent control, which we understand are to be offered by BASIS, LANTRA, City & Guilds and RSPH. These are not specific to professional pest control, and may include, for example, courses for gamekeepers or farmers.

Things are changing – from June 2016 you will only be able to purchase and use professional rodenticides if you have one of the above approved certificates and your CPD is up to date.

It has always been vital that you check the label on any pesticide before you use it. It is even more important to look at the labels on any pesticides you are buying and using and to abide by the label instructions. Labels are changing and the label information may not be the same as you read when you first started in pest control.

We have to be more careful how we use rodenticides as the landscape and animals living in it are being contaminated and we can't be sure that these products are not having an effect – HSE is concerned and we have to reduce the contamination to wildlife in the UK.

## BPCA fights for pest controllers

Initially it was uncertain whether the BPCA Diploma in Pest Control Part 1 would be grandfathered. Indeed, there were organisations within pest control which said it should not be allowed. However, BPCA put forward the syllabus and mapping criteria along with a detailed case for its adoption, and CRRU agreed that grandfathering rights for the BPCA Diploma in Pest Control Part 1 would be approved. Therefore anyone who holds a certificate dated 1998-2004 can purchase rodenticides as long as they can prove Continuing Professional Development (CPD) too. We estimate this has saved around 1,000 pest controllers from having to sit a new examination. Proof if needed that BPCA is fighting for pest controller's rights.

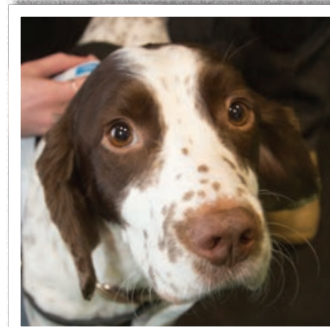


GRANDFATHERED CERTIFICATION	EXISTING CERTIFICATION	NEW CERTIFICATION (LAUNCHED 2015)
RSPH/BPCA Level 2 Certificate in Pest Control (2004-2010)	RSPH/BPCA Level 2 Award in Pest Management (2010 onwards)	Rat Control for Gamekeepers (through BASIS)
RSPH Level 2 Certificate in Pest Control (2000-2004)	RSPH/BPCA Level 2 Certificate in Pest Management (2010 onwards)	RSPH Level 2 Award in Safe Use of Rodenticides
RSH Certificate in Pest Control (pre-2000)	RSPH Level 3 Diploma in Pest Management (2010 onwards)	
BPCA Diploma in Pest Control Part 1 (1998-2004)	City & Guilds NPTC Level 2 Award in the Safe Use of Pesticides for Vertebrate Pest Control for Rats and Mice (QCF) (PA-R&M) (2013 onwards)	
NPTC Level 2 Certificate of Competence in Vertebrate Pest Control (2004-2014)	LANTRA: Responsible and Effective Control of Commensal Rodents (2009 onwards)	
Plus further qualifications which will be acceptable when coupled with the 'Wildlife Aware' qualification – to be confirmed	LANTRA: Rodent Control on Livestock Units (2013 onwards)	
	Killgerm: Principles of Rodent Control (2004 onwards and through BASIS in future)	

## WANT TO TOP UP YOUR KNOWLEDGE?

For anyone wishing to refresh their rodent control knowledge, BPCA will be introducing a new online learning course in rodent control, and rodent control CPD quizzes will be available in the near future. To register your interest email [mandy@bpca.org.uk](mailto:mandy@bpca.org.uk)





# PestEX

## THE BEST GETS BETTER!

This year's PestEx was the biggest and best yet, with a host of seminars and new products that brought in more visitors than ever before. More than 2,200 attended the biennial PestEx event at ExCel London – a whopping 17 per cent more than 2013. The two-day exhibition and conference, held on March 25-26, featured a vast array of innovative products alongside an extensive range of 25 technical and business seminars.

PestEx extended the strong international flavour of previous events, with 23 per cent of visitors coming from outside the UK. But quality was not sacrificed for the sake of quantity as the majority of visitors were people who make the final decision or have major influence on the purchase of pest control products and services. With most exhibitors selling products across international boundaries, PestEx provides them with a perfect platform to reach pest

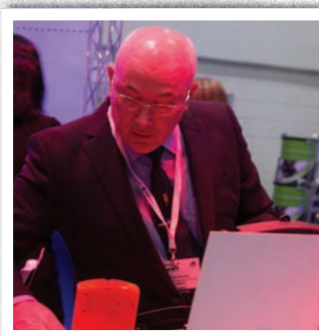
management professionals from across the globe.

The 279m<sup>2</sup> increase in stand space and range of back-to-back seminars and technical sessions made seeing everything in a single day a planning challenge.

BPCA President Martin Harvey said, "I was approached by dozens of people across the two days who congratulated BPCA on another stand-out event. I think the quality and range of exhibitors and seminars has been the two greatest draws, along with opportunities to network with peers from around the world. My compliments to the BPCA and Dewberry Redpoint teams for their work in delivering what is now one of the world's premier pest control events."

Visitors commented on the range of interesting new technologies, products and innovations that are coming through (see page 11).

For statistics about the show see pages 18-19.



Check out pictures from the event at [tinyurl.com/PestEx15](http://tinyurl.com/PestEx15) – can you spot yourself or a colleague?





"This year's PestEx event was **fantastic**. It generated **new leads** and gave us the opportunity to build on existing **relationships with customers**, while showcasing one of our most innovative products yet." **Alan Morris, Bayer**

## SEMINAR CATCH-UP

Watch a selection of PestEx Seminars via [www.bPCA.org.uk](http://www.bPCA.org.uk) (Members and Affiliates only).

To apply to join BPCA: [www.bPCA.org.uk/join](http://www.bPCA.org.uk/join)

To join the free Affiliate Scheme: [www.bPCA.org.uk/affiliate](http://www.bPCA.org.uk/affiliate)

Paul Butt	Wildlife Licensing Provisions
BRC	Non-Conformity against Audited Standards
Peter Whittall	Professional Pest Management Services
Sharon Hughes	In and Around, Better SGAR Use
Prof. Steven Martin	Wasp Treatment and Behaviour
Chris Woodard	Accidental Imports
Adrian Meyer	Reading and Understanding Rodenticide Labels
Dr. John Simmons	Rodent Monitoring in the Food Industry
Gary Williams	Wildlife Control and Police Intervention
Chris Suter	Cepa Certified® Benchmark for Professional Pest Management Services
Dr. Alan Buckle	The UK SGAR Stewardship Regime and the Role of Crru
Mark Hoppe	The Future of General Pest Management
Dave Avery	Sustainable and Cost Effective Use of Spraying
Les Leonard	Hoarders: Effective Pest Control Strategies
Abigail Reade	Tree Bee Conflict in Urban Dwellings
Jeff Callaghan	Siting and Surveying for Electric Fly Killers

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COMPATIBLE WITH ERADISECT® INSECT STATION UNDERNEATH

AVAILABLE IN 5 COLOURS

CALL FOR YOUR  
**FREE  
SAMPLE**



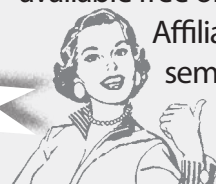


THE PREMIER PEST CONTROL EVENT

LONDON - 25 & 26 MARCH 2015

[www.pestex.org](http://www.pestex.org)

In six years PestEx has almost **doubled** in floor space and visitors. PestEx 2015 was extended by **+279m<sup>2</sup>** over 2013. Of **25** seminars, **16** are available free online to BPCA Members and Affiliates, with more to follow. The 'silent seminars' were called **excellent** by visitors and exhibitors alike.



### WHY DID YOU ATTEND PESTEX?



23%

TO UPDATE  
INDUSTRY KNOWLEDGE



18%

TO NETWORK



12%

TO FIND OUT ABOUT  
THE INDUSTRY



12%

TO MEET A  
COLLEAGUE



11%

TO FIND A  
SPECIFIC PRODUCT



10%

TO EARN  
CPD POINTS



### VISITOR TYPES

53% DIRECTORS / OWNERS / PARTNERS



16% SENIOR MANAGERS

13% OTHERS

11% TECHNICIANS

5%

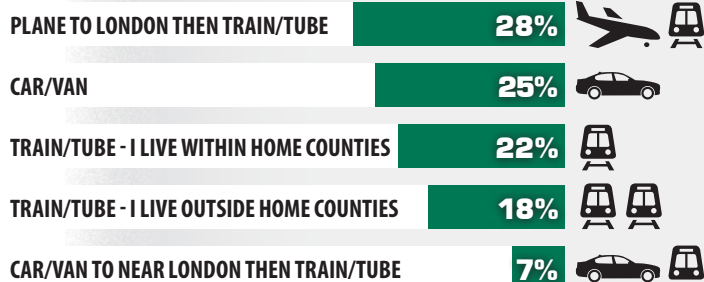
2%



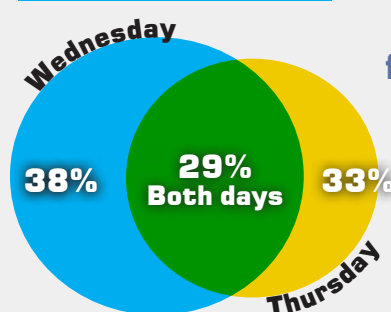
FIELD  
BIOLOGISTS

SUPERVISORS

### HOW DID YOU TRAVEL TO PESTEX?



### WHAT DAYS DID YOU ATTEND?



"Two great days full of quality leads – so good that, by the end of the show, I'd lost my voice!"

Kevin Brown,  
Rentokil Products

## RAT BLOCKER™

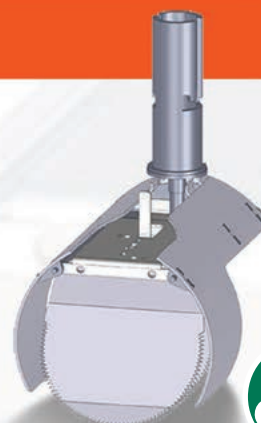
prevention is the cure

**THE REVOLUTIONARY ECO PRODUCT** which prevents rats and other vermin from entering your buildings through pipes and sewer systems while still allowing free fluid flow.

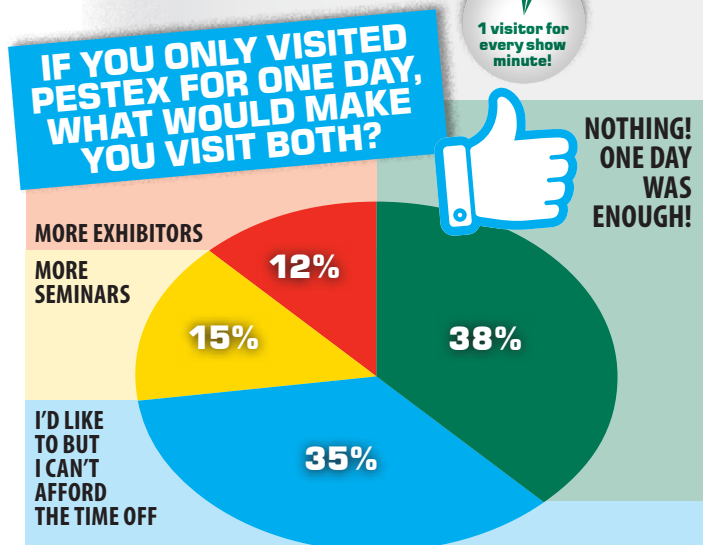
**INGENIOUSLY DESIGNED** to have no flow-disturbing elements, resulting in minimal to no pressure loss.

**RIGOROUSLY TESTED** by the Danish Technological Institute under tough conditions and constructed of marine-grade stainless steel for strength and durability.

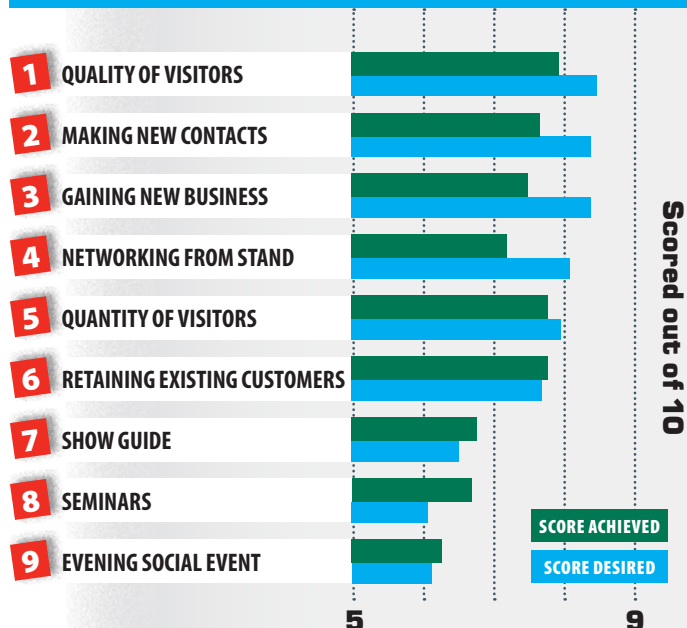
020 8728 2160  
[www.vermend.co.uk](http://www.vermend.co.uk)







### TOP PRIORITIES FOR EXHIBITORS – HOW WELL DID PESTEX DELIVER?



### WHY DID PEOPLE ATTEND PESTEX?



### KEY EXHIBITOR FACTS

Visitor quality was rated at over **8/10** by exhibitors

**95** companies exhibited with us – **a new record!**

**90%** intend to exhibit at **PestEx 2017**

Exhibitors averaged **130** quality visitors on their stands

Exhibitors would like to see **75% of visitors from the UK** (we achieved **77%**)

"We had a **great response** on the stand and it was a **really productive** couple of days meeting customers and distributors. Any serious company owner, pest controller, manufacturer or distributor has to be there!"

**Phil Bowman, LanceLab**

### WHAT'S NEXT?

See you next year on 16 March for PPC Live – over 430 PestEx visitors have said they'll be there! PPC Live is BPCA's newest one day exhibition and conference for UK technicians, surveyors and company owners.  
[www.bpca.org.uk/ppclive](http://www.bpca.org.uk/ppclive)

**PPC LIVE**



### DISCOVER!

To find out more about BPCA events and to reserve places, simply visit [www.bpca.org.uk/events](http://www.bpca.org.uk/events)



### IN 2017...

**PestEx**  
THE PREMIER PEST CONTROL EVENT

Don't delay, we are already taking stand bookings for this ever growing exhibition. Go to [www.bpca.org.uk/pestex](http://www.bpca.org.uk/pestex) to download a booking form.

**BPCA**  
British Pest Control Association

**STAND SALES**  
Contact Jan Johnson  
020 8269 7919  
[janj@dewberryredpoint.co.uk](mailto:janj@dewberryredpoint.co.uk)

**British Pest Control Association**  
4A Mallard Way, Pride Park, Derby, DE24 8GX  
01332 294 288 [enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk)  
[www.bpca.org.uk](http://www.bpca.org.uk)

# Are you covered?

## Protect your business with specialist insurance for pest controllers



PROFESSIONAL  
INDEMNITY IS  
THERE TO PROTECT  
A BUSINESS...

“

I put my foot through the ceiling. Bradshaw Bennett ensured my customer was **dealt with promptly** and received a cheque for the damage straight away. ”

The pest control industry can be a hazardous occupation. Working with chemicals and firearms means that pest controllers face a unique set of risks and, no matter how well managed those risks, accidents can and do happen. A foot put through a ceiling, falls from ladders, accidental poisoning of animals instead of the targeted pests, general property damage – the list goes on.

Bradshaw Bennett understand that when an accident happens, a quick response is needed both for the pest controller and their customer.

Bradshaw Bennett are the leading supplier of Pest Control Insurance in the UK. In 30 years of providing insurance for the pest control industry Bradshaw Bennett, insurance partner of the British

Pest Control Association, have seen enough claims to know that any pest control business from a one person operation right up to the biggest firms, needs to make sure that they have the right insurance in place.

The problem for many in the pest control business can be in understanding exactly what insurance is needed. That's why Bradshaw Bennett has developed an insurance package specifically tailored to the risks that pest controllers face.

### Comprehensive insurance protection

As standard, the insurance package offers public and products liability, professional indemnity and legal expenses. Public and products liability will provide up to £5 million worth of cover in the event that

the premises of a client are damaged for example, or a third party is injured. Higher limits are available. Cover is also provided for financial loss up to £500,000.

Professional indemnity is there to protect a business should a client decide to make a claim for fee work carried out that they believe might have been negligent. Legal expenses will also provide up to £100,000 towards the cost of defending against legal action and includes the use of free legal helplines. BPCA members also receive additional benefits such as cover against financial loss of up to £1 million, a higher professional indemnity limit of £1 million, and tools cover of up to £1,000 – these benefits are unique to BPCA's membership because of their lower risk profile.



“

Bradshaw Bennett made sure the vet's bill was dealt with immediately. My customer appreciated the **swift action** taken to **resolve the matter**. ”

PROTECTION  
AGAINST THE  
UNFORESEEN  
SHOULD NOT BE  
LEFT TO CHANCE

### Additional protection

Of course, some pest control firms will have additional insurance requirements. If a firm has employees, then employers' liability insurance is almost always a legal requirement, while plant hire cover and property insurance will help cover losses and damage to tools or property. Personal accident cover will pay out in the event of an employee having a mishap at work, while directors' and officers' cover will protect senior employees who could be

personally sued. All these additional covers can be added to Bradshaw Bennett's insurance package.

In this litigious age, protection against the unforeseen should not be left to chance. Bradshaw Bennett's insurance package, backed by specialist insurer Hiscox, will make sure that pest control businesses can get on with their work safe in the knowledge that, should the worst happen, they will be well covered.



### Make sure your business is covered

For more information on pest control business insurance and to discuss your needs or for a quote, call Bradshaw Bennett on 01625 505870, send an email to [pestcontrol@bradshaw-group.co.uk](mailto:pestcontrol@bradshaw-group.co.uk) or visit the website at [www.pestcontrolinsurance.co.uk](http://www.pestcontrolinsurance.co.uk)

## SPECIALIST INSURANCE FOR THE PEST CONTROL INDUSTRY

Bradshaw Bennett have been arranging specialist insurance for the pest control industry for over 30 years.

We are the insurance partner of the British Pest Control Association and can arrange tailored cover to protect you against the risks you face.



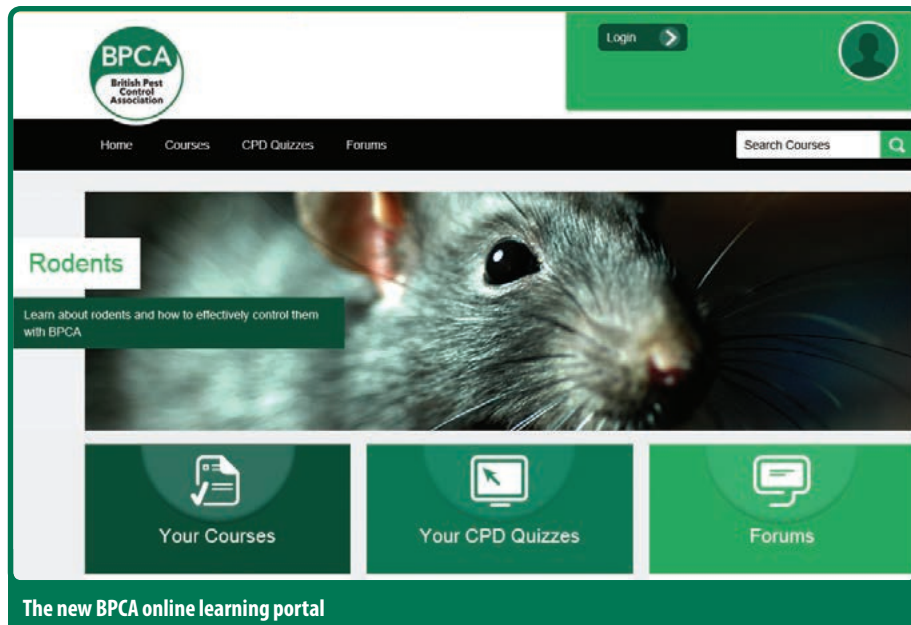
[www.pestcontrolinsurance.co.uk](http://www.pestcontrolinsurance.co.uk)  
Telephone 01625 505 870 Email [pestcontrol@bradshaw-group.co.uk](mailto:pestcontrol@bradshaw-group.co.uk)

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# Learning at your fingertips

With constant pressure on employers to keep technicians out in the field and earning money, BPCA has launched a new online learning portal to allow you and your team to get trained and stay up to date with zero travel costs, at weekends or in-work downtime, in the bath or in the van... BPCA Training Manager (and principal author of the system) Mandy McCarthy-Ward explains this new benefit to our whole sector.



## The new BPCA online learning portal

The system is designed to be your one-stop-shop for learning, using state-of-the-art technology. You can have access to all the latest online courses and free CPD quizzes to keep your CPD points up to date. Once you register for your online learning package, you can access it on your desktop, laptop or tablet, anytime and anywhere you have internet access.

BPCA's first online course to be added to the BPCA online learning portal is the updated version of our most popular course, the Introduction to Pest Management. This course provides online learning appropriate for studying and taking the RSPH/BPCA Level 2 Award or Certificate in Pest Management. It complements and supports classroom learning and the manual. For some individuals with experience it offers a great refresher, and quickly identifies gaps in knowledge.

## What does this course involve?

Just like the exam, the online learning course consists of three modules: Health and Safety and Legislation; Vertebrate Pests; and Invertebrate Pests. It follows the RSPH/BPCA Level 2 Award in Pest Management syllabus. Through interactive screens and with the aid of learning questions a learner will study rodents, foxes, rabbits, insects, legislation, pesticides and much more.

## BPCA already has online learning, how is this different?

The new portal has multi-platform accessibility with improved interactivity and is visually better for users. Users are also able to access questions to aid their learning. It is full of short question banks throughout your learning to help you digest the information, with quizzes at the end of each section to help you test your knowledge. You will quickly see where you need to spend extra time in order to get a pass in the exam.

## What are the advantages of studying online?

You have access to your online learning whenever you wish, and wherever you are, such as via your smartphone or tablet. This means you can study at times and locations that suit you, and in short bursts or longer sessions – it fits in with your life style. Unlike a classroom course, you do not have to study all of the subjects over a set period of time. You can also study any subject as many times as you need. By using a manual such as BPCA's newly-updated British Pest Management manual, you can enhance your learning further. Also, the online portal has links to external content such as videos or research materials to add to your learning – something not available in the classroom.

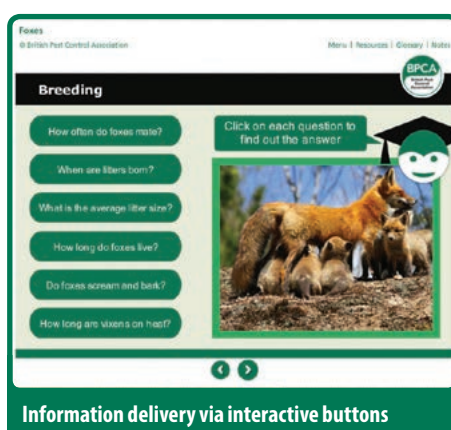
One more advantage - when you pass, you can download and print your certificate straight away, and keep a copy on the system for ever - never having to hunt through filing cabinets again!



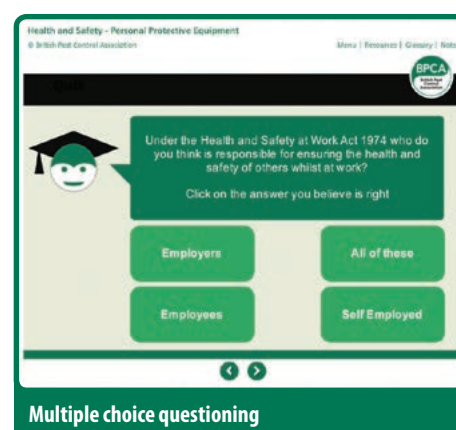




The fox menu



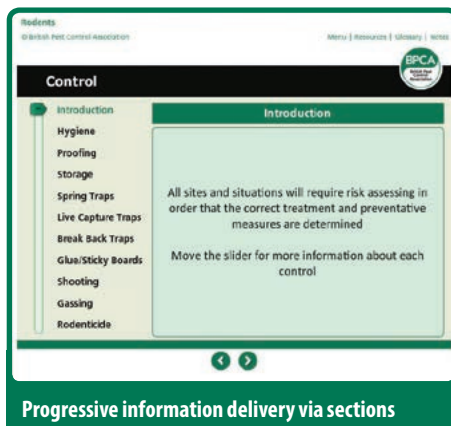
Information delivery via interactive buttons



Multiple choice questioning



Interactive info under Rodents



Progressive information delivery via sections



Interactive info under Health and Safety – PPE

### How much does it cost?

The course is licenced per person. You can get a one year licence for all three modules for £300+VAT (£450+VAT for non-members).

### What if I can't afford this in one go?

Each module can be bought separately, in any order for £100+VAT per module (£150+VAT per module for non-members), so there's no penalty if you want to study just one part of the syllabus.

### When can I buy it?

You can purchase the whole package right now. The whole course is being phased in and will be fully live by the end of June. If you purchase the online learning today, you can access Vertebrates and Health and Safety modules immediately so you can start learning straight away. Access to the Invertebrates module will be available from mid-June.

### What happens once I have purchased the BPCA online learning course?

You will receive your personal BPCA online learning account and will be able to start studying straight away. Once you are ready to take your exam, visit [www.bpca.org.uk](http://www.bpca.org.uk) to find out the exam dates for venues near you, and you can book and pay for your exam right there – it's easy!

### What happens if I don't pass all three units?

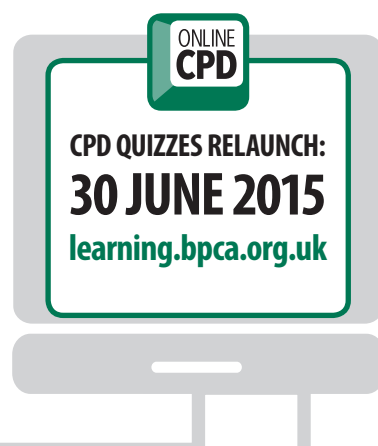
You have access to your online course for up to 12 months, so don't worry – you can revise the areas you need to and then once you are ready you can book to re-sit the unit(s) you need.

### Is there only the online course for the Level 2 Award in Pest Management?

Initially BPCA will offer the online learning course which is appropriate for taking the exam for Level 2 Award or Certificate in Pest Management.

Soon you will be able to purchase the online learning course for rodent control. We're also moving across all our many free CPD quizzes, and will also have support for examination technique – useful for those of us who last sat an exam many years ago!

In the future more online learning courses will be introduced to enable you to continue to develop in your chosen career pathway. Watch this space for more news.



**How do I take up this opportunity?**  
If you are interested in taking up online learning, it's just a booking form and credit card payment away. Contact BPCA on 01332 225 107, email [training@bpca.org.uk](mailto:training@bpca.org.uk) or visit [www.bpca.org.uk](http://www.bpca.org.uk)

# DON'T FEAR WASTE LEGISLATION

BPCA's new Technical Manager Dee Ward-Thompson explains how pest controllers needn't dread waste – its creation just needs to be minimised.

WASTE ALSO  
GENERATES  
RED TAPE

There have been some key changes to the way the industry is required to deal with its waste and lots of questions are being asked. What does 20-01-19 mean? What is a waste transfer note and when do I need to use one? How does this affect me? How much will it cost? These are just a few of the questions we receive daily.

The principle with all waste is the same – it only becomes waste when it is ready to be discarded. If you are going to throw an item away (you no longer have a use for it) then that item has become waste – until this point it is not classed as a waste item.

It benefits everyone if we minimise the waste that we create. Our clients are becoming increasingly interested in their (and our) carbon footprint and they often are required to use contractors that can demonstrate an ongoing plan to reduce the waste that they create.

We all have a responsibility to reduce our environmental impact, and cutting the waste that we create is something all companies can do, large or small, whether you're just starting up or have been in the game for years.

It is also better for the environment as a reduction in waste means less products ultimately going to landfill. Due to the hazardous waste classification of pesticides, reducing your waste can also dramatically cut the operating costs for your company (hazardous waste disposal costs are approximately three to four times that of non-hazardous waste).

Waste also generates red tape. To avoid creating hazardous waste there are many things we can look at doing. Don't forget to register with your country's environment agency as a 'lower tier waste carrier'. It's free, and moreover it's a legal requirement.

However, in the pest control industry it is highly likely that we will need to use toxic products to control the pest species

that we deal with. When we use a toxic product it is inevitable that some form of waste will be created, and that waste is likely to be termed as 'hazardous'. If you are unsure, contact your supplier or trade association who will be able to offer guidance and support.

After a number of enquiries from BPCA members, the Association has created a simplified working document that is designed to be used as a practical reference tool to help guide you through the process. It contains links to important websites and includes examples of how to complete an annual return (something that many members have requested guidance on) and explains when you need a consignment note. This guidance has been

designed to be easy to follow, and to make the management of waste a simple process.

This, and many other useful documents and templates are available now to download from the Member's area of the BPCA website

[www.bpca.org.uk](http://www.bpca.org.uk)

“...reducing your waste can also **dramatically cut** the operating **costs** for your company...”





In August 2014 BPCA's Pesticide Waste Code of Best Practice was published for the industry to use and sets out how you can remain compliant with pest control waste legislation. The document was signed off by each of the regulatory bodies in England, Scotland, Wales and Northern Ireland. Therefore, it is the document that will show you how to manage any waste you produce.



## TOP TIPS

- Use another control measure such as proofing or trapping programmes.
- Invest in re-training staff to ensure they generate less waste.
- Re-use monitoring points from site to site, rather than throw them away at the end of a treatment.
- Take spent bait and use it in burrow baiting (thus not creating waste – the bait is being re-used).
- Recycle clean plastic and cardboard packaging, rather than place them in the general waste.
- Clean out contaminated packaging where possible so that it can be recycled.
- Keep bait down for the shortest time needed to get control, then remove what's left for re-use elsewhere.
- Have a couple of containers in your van, one marked 'hazardous waste' and the other 'bait, for re-use'.
  - Regularly inspect your company vehicles to ensure all staff follow the waste hierarchy.
- Only use non-toxic products for monitoring.
- Need a local waste carrier? Contact Karen Rickman at Waste Management Facilities Ltd for free help. 01202 535888 krickman@wmfltd.co.uk www.wmfltd.co.uk

If you are not a member yet, and would like more information regarding our long list of member benefits, please contact Rachel Eyre or Kevin Higgins and they will guide you through the simple membership process.

**enquiry@bpca.org.uk 01332 225 112**

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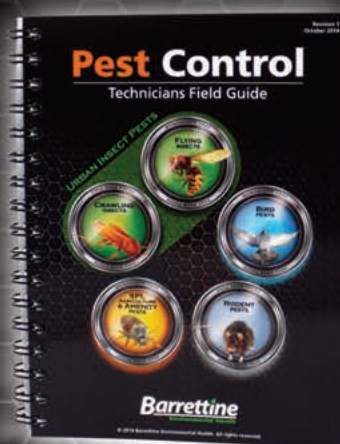
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# Pest Control

## Technicians Field Guide

This 123 page latest version covers the identification of flying and crawling insects, rodent and non-target rodent pests, stored product insects, bird pest species, bird control legislation and the products that can be used to control these pest species.

ON SALE £16.25  
ORDER CODE - PIDBOOK





# CALL THE WIIS TO REPORT BAD PRACTICE



Occasionally a pest controller will come across the carcass of a non-target species, or more often see 'an accident waiting to happen' such as grain bait strewn across an area or wholesale over-spraying of chemicals, whether by a member of the public or a so-called 'professional'. So what are we to do, to maintain stewardship of biocides, and prevent further issues? The answer is WIIS, the Wildlife Incident Investigation Scheme. WIIS makes enquiries into the death or illness of wildlife, pets and beneficial invertebrates that may have resulted from pesticide poisoning. They are also keen to hear from those who have seen 'near miss' situations, i.e. where nothing has happened yet, but might had things not been spotted.

The scheme's objectives are:

- To provide information to the regulator on hazards to wildlife and companion animals (e.g. cats and dogs) and beneficial invertebrates (e.g. honey bees or earthworms) from pesticides.
- To enforce the correct use of pesticides, identifying and penalising those who deliberately or recklessly misuse and abuse pesticides.

Also included in the scheme are suspect baits, where pesticides may have been used inappropriately, and spillages of pesticides where there is risk to wildlife or companion animals. For simple breaches of label restrictions, pest controllers should contact HSE.

The scheme is essentially a monitoring tool to inform the pesticide approval process. However, where there is clear evidence of a breach of pesticide law enforcement action may be taken.

Cases accepted for further investigation usually fall into one of the following categories:

- Approved use – a pesticide is used in accordance with its conditions of authorisation.
- Misuse – the product has not been used according to the conditions of its authorisation, but often just carelessly or accidentally, without the intention of harming animals.
- Abuse – a pesticide has been deliberately used in an illegal manner to poison, or to try to poison animals.
- In some cases pesticides may be found but the origin of the substance is unclear and the cause of death will be unknown or unspecified.

Where poisoning is suspected, a combination of field work, veterinary examination and chemical analysis is used to try to determine the underlying cause of death. The scheme is operated independently in all four countries of the UK using the same freephone number 0800 321 600.

To see evidence of past cases, visit <http://tinyurl.com/WIISreport>

## HOW YOU CAN HELP

**REPORT** All animals suspected to have been poisoned by pesticides whether dead or just ill

Any spillages of pesticides such as grain baits

Suspected poisoning of bees

**PROVIDE** The location of the incident

The number and type of casualties or suspected baits

Why you believe pesticides are involved

Any evidence you have of who may have caused the incident

Details of any other witnesses or interested parties

Your name and a daytime telephone number

## WHAT HAPPENS NEXT?

After you've called 0800 321 600 and left your message:

- 1 A wildlife adviser will contact you
- 2 Field enquiries will be carried out to collect evidence, interview people etc.
- 3 Dead animals will be examined to ascertain cause of death. Samples of pesticides (e.g. spilled bait) will be analysed too
- 4 A report will be sent to the Chemicals Regulation Directorate of HSE, who will determine what type of use occurred and what action to take. This may include further advice on safe use, enforcement such as prosecution, or label changes / alterations to conditions of use.



FOR MORE INFORMATION  
DOWNLOAD THE BROCHURE  
<http://tinyurl.com/WIISflyer>





# GLOBAL SUMMIT of PEST MANAGEMENT SERVICES FOR PUBLIC HEALTH AND FOOD SAFETY

**3-5 JUNE, 2015**  
**CÔTE D'AZUR - FRANCE**  
**JUAN-LES-PINS**

**REGISTER  
TODAY**



**W**ith the trend towards increased globalization of the pest management industry being most pronounced in the food and other commercial sectors, the National Pest Management Association (NPMA) and the Confederation of European Pest Management Associations (CEPA) have partnered to offer a global summit for pest management companies and their clients related to public health pest management and food safety issues.

#### EDUCATIONAL SESSIONS INCLUDE:

- Insights into the Past and Present of Pest Management in Food Facilities
- The Role of Pest Management in Food Facilities
- Challenges and Solutions for Pest Management in Food Production Facilities
- Pest Management Standards in Food Facilities
- Risk Mitigation in Food Facility Centers
- Business Models for Food Related Pest Management



GLOBAL SUMMIT of  
PEST MANAGEMENT SERVICES  
FOR PUBLIC HEALTH AND FOOD SAFETY





# Benchmark your business: get **CEPA Certified®**

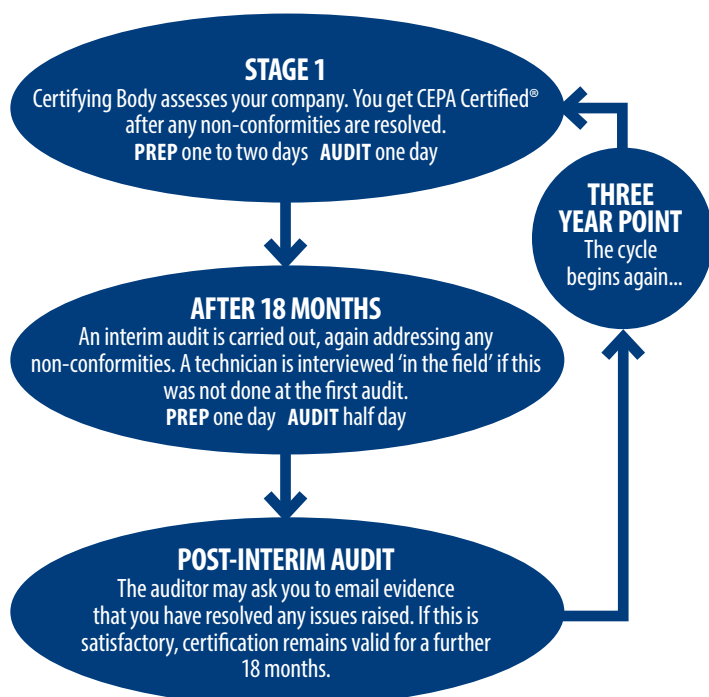
CEPA Certified® is a new standard for professional pest management companies in Europe. CEPA Certified® is underpinned by a European standard, EN 16636 (the 'CEN Standard') which was developed by our industry to help benchmark quality companies, whatever their size and wherever they work. CEPA Certified® provides an independent assessment of your business against the standard, a bit like an ISO. This carries a lot of weight with clients, just like membership of BPCA.

## So how do I achieve the standard?

The good news is that if you're operating at the level of a BPCA Member company (whether you are a member or not), you're already most of the way there. Firstly, use the toolbox (see page 30) to measure your company, and fill in any gaps with the help of your trade association. BPCA has files on the website on what documentation your business needs to do to achieve the standard.

Then, when you feel confident, contact a Certifying Body in your country (see [www.cepa-europe.org](http://www.cepa-europe.org) for details of those operating in the UK) to arrange for the initial audit visit.

## The CEPA Certified® process



## What's involved in the audit?

Peter Davison of Bureau Veritas, a UK Certifying body says, "You will have to do some leg work in advance – you want to achieve the standard required straight away to keep costs down. I'd recommend you speak to your trade association for their help first, and when you're ready, book the audit. The auditor will ask for information in advance, and will arrange a date to visit you. When on site, they will ask a series of questions to obtain proof you meet each section of the standard. Written or visual evidence is key to meeting an auditor's needs – they need to see proof that you are doing what it says in the standard." Mr

BPCA Chief Executive Simon Forrester explains the CEPA Certified® Scheme, how to achieve it, and the benefit to your business.

Davison also points out that, "The audit is conducted in a non-confrontational manner – the auditor will have a chat with you to find out how you measure up, and don't worry – if they find something amiss, BPCA can help you put it right."

## Who are the auditors?

So far two certification bodies have been approved by CEPA to perform certification audits in the UK. Dr. Thijs Willaert of the international certification body DQS explains how certification bodies and auditors were chosen: "CEPA has created an application procedure for certification companies. Applicants need to provide evidence of accreditation by a third party and have to provide proof that their auditors have some familiarity with pest management, and must be trained and competent in auditing against the standard."

Dr. Willaert continues, "At DQS, we choose to only work with experienced pest management experts, while making sure that the auditors are absolutely independent and objective. We never use auditors who are pest management providers themselves, given that this would be a conflict of interest."

## What is the value of the standard to my business?

There will be lots of reasons why you might want to go through the process.

- Improved image with clients: they will value the CEPA Certified® Status.
- Means to promote the professionalism of your business based on service and quality rather than on lowest price.
- Better service quality: the standard is designed to help your business improve.
- A unique and independent benchmark of your company's professionalism compared to your competition.
- Raised awareness among your customers that our industry plays a major role in public health.

## What use is the standard if nobody asks for it?

The key success factor is for both pest control companies and clients to take up the standard. There are already a lot of pest controllers across Europe who want to be certified quickly. Early adopters will also benefit from the PR associated with being among the first. BPCA's own research shows that around 80% of companies want to sign up as long as the price is right.

CEPA and its National Association Members (e.g. BPCA) are lobbying clients to ensure they are aware of CEPA Certified® and what the standard means. CEPA Director General Roland Higgins said, "We will be lobbying regulators, clients and others to embed the standard into their specifications. Our Global Summit event in June is the perfect opportunity to convince pest control customers of the need to use CEPA Certified® in their tenders."

BPCA will be sending out a special issue of **alexo** magazine in late May to help spread the message to over 4,000 UK clients, then follow up at client trade shows and events such as the SOFHT Conference on Pest Control in July (see page 3), and in client trade publications.

/continued over...

## CEPA Certified® Toolbox

Read each statement and decide which column aligns most closely with what happens in your company

		A YES	B NO	C DON'T KNOW
1	We have an experienced and permanent member of staff on the management team who is both theoretically and practically competent, qualified as a pest manager, and is accountable formally for supervising the adoption, attainment, maintenance and verification of professional skills and operating practices across the company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	All of our service technicians / professional users are both sufficiently fluent in the local national language and possess sufficient literacy and numeracy to be able to fulfil their responsibilities including reading, writing, calculating and communicating verbally with clients to interpret their requirements and the technical requirements specified in labels, MSDS sheets and service protocols.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	All of our staff who have direct contact with customers at their sites have been trained and certified as competent to sell and deliver the services they are offering by virtue of them meeting Nationally specified and validated minimum standards of knowledge, skill & practical competence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	We routinely identify all of the potential risk factors specific to a client's site or industry along with the potential consequences of an infestation. We discuss these with the client in order to establish the client's requirements, attitudes and expectations before proposing a course of action and only commence work having received formal approval from the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	We document every visit to a customer's site and keep records of: <ul style="list-style-type: none"> <li>• The level and nature of any infestation</li> <li>• The observations on local environmental conditions which may sustain or encourage pest activity</li> <li>• The details of any interventions made (including location and use of any biocides etc.)</li> <li>• Any recommendations made to / for the customer to take as personal actions in order to mitigate any risk of further propagation of an infestation.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6	We routinely assess, report and discuss the outcomes of our service visits with the client, draw specific attention to the effectiveness (or otherwise) of current actions, risks arising and present any recommendations for required interventions by the client or pest management company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Any member of staff that has direct contact with customers understands, and can explain not only that different regulations can apply to different client circumstances but also which interventions are lawful and can be employed under each of these situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	We routinely conduct a formal process where we assess, identify and record any risks that are at the customer's location which may pose a threat to our operators, other bystanders or emerge as a result of the interventions being proposed. We will routinely consider, communicate and take action to mitigate these to an acceptable level as part of our service approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	We always create and submit a tailored plan for each customer; when creating the plan we consider and discuss habitat management, biological methods, physical methods and finally chemical methods, selecting the intervention with the least environmental impact to satisfy the requirements of the customer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	At least once per year, we assess and record formally that the professional competence (knowledge, skill and experience) and continued professional development of each of our front line staff complies with the accepted minimum requirements within our industry. Where there is evidence of a shortfall, we are able to demonstrate that corrective intervention has been made successfully.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	We routinely collect the waste (e.g. animal carcasses, bird excrement, spent baits, traps, pesticide containers, packaging and light bulbs etc.) which arises from the provision of our services and can demonstrate this is disposed of safely and in accordance with the relevant local and European legislation and codes of practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Interpretation

### What will this actually cost me?

Well, it depends on many factors including the size of your company, who's carrying out the audit, and of course whether you're a BPCA Member (we're the only UK trade body in CEPA membership, so only our members will receive a discounted certification). BPCA is of course doing our best to bring the cost down even further for our membership. We believe that for a small BPCA member company, they can be audited for around £900 for the three year cycle (£300 per year) – though that figure is currently an estimate. Nor does it include the time the company takes to prepare for or go through the audit, which we estimate at around two days a year for a typical business.

CEPA believes the cost is swiftly recoupable on jobs where CEPA Certified® is part of the tendering process, and by going over how your business operates, you'll achieve cost savings and improved efficiency too.

In summary, this standard is not just a certificate on the wall – it's a cycle of improvement and an independent audit of your practices. You can use it to 'sell' your business to clients, charge more for your services, and win work that would otherwise be closed to you.

[www.cepa-europe.org](http://www.cepa-europe.org)

### Mostly column A

You appear to be ticking the boxes of those requirements that are absolutely critical to achieving certification. The foundations to achieve certification seem to be in place but to meet professional certification level you will need to be confident that you can provide the evidence to an auditor for the questions you answered 'yes' to. The devil is, however, always in the detail and you should perhaps discuss an assessment via BPCA to develop a more detailed gap analysis. Alternatively, if you are really feeling confident, then you could approach your local Certification Body (see the [www.cepa-europe.org](http://www.cepa-europe.org)) and ask them to conduct a preliminary assessment.

### Mostly columns B or C

You still have some work to do if you want to become a certified CEPA professional organisation. Take a look at which categories you are not complying with and seek help from your Association to create an action plan to achieve the standard.



# President's Report

At the AGM in June 2014 I succeeded Henry Mott as BPCA President, and this was a great honour for me as I've been involved in the industry since 1982 when I started as a 'footman' in Liverpool. This is the industry that has supported me, my family and my staff for all these years and (I know it's a hackneyed phrase nowadays) it's the industry that I'm incredibly passionate about.

In the following two years I knew that there were going to be some key issues and milestones for the Association: for a start there was 'The Deadline', you know, the point when servicing member companies whose field staff were neither qualified nor enrolled on a recognised CPD scheme would cease to be members.

Well, that came and went, and a small number of companies decided that our criteria for membership was not for them, and so our membership numbers dropped by a small percentage at that point (3.6% to be exact). I think it's right to point out that up until that time our underlying organic growth of members had been very strong (and strangely since we bit the bullet on the membership criteria, applications from companies wishing to join have surged). I believe that we did the right thing and I also believe that we are a stronger association because of what we have done. I think that if we want to be considered (quite rightly) as the lead trade association for UK pest control then this step only strengthens this claim.

Then came CRRU's SGAR stewardship. This is a game changer for a lot of people but in reality it's a damned good idea and if carried out properly actually enhances the work that we do.

There's no doubt about the fact that the legislation, guidelines and customer requirements out there are getting tighter and, to some, more onerous but I believe that this actually presents a great opportunity for us all to embrace this and show everyone how professional we are.

Of course we also need to take our customers on this journey of professionalism, otherwise we'll all become busy fools with very little to show in the bank for our labours. I think it's vital that the association bangs the 'professionalism' drum at every conceivable opportunity. This then educates the buyers of our services that if they

want us to do all of these 'whizzy' things, they don't come for free. We in turn need to deliver on our promises to them, professionally.

I attended the launch of the CEPA Certified® standard in Brussels in March and while it's still early days I believe that this standard will become extremely important over the next few years within the UK and Europe-wide. It would be good to see member companies getting on

board with this over the next few months.

Then (before we knew it) PestEx happened – and what an amazing event that was! We had fantastic feedback from exhibitors and visitors alike. The staff team did a terrific job in organising and running the whole thing (my thanks as always to them all) and it was an absolute pleasure to be there and to be involved.

At PestEx I was extremely pleased to lead a discussion seminar with three retail heavyweights: senior representatives from Marks & Spencer, Tesco and Nestle. I'm sure some of you that are reading this now were there and will agree that it was great to have that quality of client involved.

One of the questions that was asked was "what can we as pest controllers

do better?" and the panel's answer was:

- Communicate with us
- If you have problems affecting 'the result' then tell us
- Bring ideas to us
- Ask for our co-operation.

None of this of course is new – it's basic stuff, but it appears that these important buyers of our services perhaps felt the need to remind us about them.

I could go on about other things that have happened since the middle of last year, such as the waste derogation with the Environment Agency, your Executive Board working on a new three-year strategy and some staff changes but as I've vastly exceeded what I was asked to do already I think I'll save that for another time!

Thank you for your support so far and my best wishes to you, your families and your businesses.

**Martin Harvey**  
BPCA President  
Managing Director, Harvey Environmental Services Ltd



“ I believe that we did the right thing and I also believe that we are a stronger association because of what we have done. ”



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