

MAY 2017

# PPC87

PLUS

**WINNERS!** The British Pest Management Awards

Staying motivated in the pest control industry

Ouch: Britain's best bites and stings

BPCA's governance structure

## THE INVASIVE GARDEN ANT

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The UK's premier pest control event  
...REVIEWED!

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**PestEx**

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Image: G Brovad/ZMUC/zoologi.smm.ku.dk

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Global Summit of Pest Management Services



Professional Pest Controller  
the journal of the UK pest management industry



ISSN 2046-5025





**Work in  
pest  
control?**

**Your  
opinion  
counts!**

Yes - it's important for us to understand the needs of our company members, but it's equally as important for us to understand the needs of their staff and other professionals working in the pest control industry.

**What is  
the survey  
about?**

The 'Your Industry Survey' aims to understand your needs and challenges so we can help you in your daily routines and support your professional development.

- What you think of BPCA?
- Does BPCA need to do more for individuals?
- How can PPC magazine improve?
- What's your opinion on your CPD scheme?
- What one thing do you find to be a constant challenge?

**WIN!**

**Fill in our industry survey to enter a free prize draw for an Apple Watch Series 2**



**Have  
your  
say!**

Complete the survey before 16 June 2017 and automatically enter the prize draw.

Check out your new BPCA website in the process!  
**[www.bpca.org.uk/your-industry](http://www.bpca.org.uk/your-industry)**



# Change is the lifeblood of our sector



*BPCA President Paul Rodman discusses BPCA's quality of response to an ever-changing pest management sector.*

It's been a busy time for me personally the last few months. Work continues to be very busy despite losing some key staff. My voluntary work with BPCA has expanded and I've been busy helping look after a sick relative. In spite, or maybe because, of this, I was looking forward to attending PestEx, which fulfilled my expectations – congratulations to the BPCA staff team and Board for a well-run event.

I'm also very pleased to say the 75<sup>th</sup> anniversary dinner was a huge success and a great opportunity to network. We welcomed guests from a wide range of major clients, sister associations from across the globe, and government stakeholders. The event was well-supported by the industry from small pest control companies through to sponsors from our supplier community – my thanks to everyone for making it such a success.

Just 24 months ago we launched Pest Prevention Week, where we work alongside charitable organisations to raise the profile of the need for effective pest control – something I hope you all can take part in this June. Information on how to get involved is on page 39.

Of course, we are working in a changing world. I sometimes wonder what will be the 'Uber' or 'AirBnB' of the pest control industry. At PestEx I saw many advances in technology and new products, speakers extolling different ways of working and met hundreds of pest controllers from across the globe, all of whom wanted to improve how they did their job.

This change is the lifeblood of our sector, and change spurs us to adapt. I learned this very early on. When I was very young, my family lived in Kenya, although I was actually born in Libya. (I'm hoping Donald Trump doesn't find out!)

Later our family moved to Germany and eventually, of course, we came to the UK. Dealing with new friends, hearing new languages, experiencing new food can be quite challenging to a child. But disruptive

as it was, I'm grateful for that early experience because it taught me that, actually, nothing really stays the same.

Epictetus was a Greek-born slave of Rome in the first century. He became a great philosopher and teacher and was eventually granted his freedom. One of his teachings was this: "It's not what happens to you, but how you respond to what happens that matters." We can be proud of BPCA – of what it has achieved and the high standards it promotes. I'm sure that the demand for our services will always exist. But how much will depend on how we respond to changes – in pests, legislation and customer demand.

You and I can only respond properly and effectively to the changing business environment through our active involvement with our trade body.

We can proudly acknowledge that our Association is a success. The hard work of the membership and staff team have made it a success.

And in the future, if we stay strong together, and respond to every challenge and change together, we will forge an even greater success.

**PAUL RODMAN**

BPCA President

Operations Director, Monitor Pest Control

[president@bpc.org.uk](mailto:president@bpc.org.uk)





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<https://uk.linkedin.com/in/british-pest-control-association-7834195a>



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BPCA provides at least one article in every issue of PPC as an online CPD quiz. Look out for the logo on the relevant page, and in the contents list. At least three points are given for each quiz, and we even pass your results to BASIS for free within a few days. To access this unique benefit, simply join the BPCA Affiliate Scheme via [www.bpca.org.uk/affiliate](http://www.bpca.org.uk/affiliate)

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## Bigger, better, bolder

Our recent PestEx brought together over 2,600 people from the UK and further afield to share best practice, learn about new products, and network with colleagues from across the globe. My heartfelt thanks to all of you who helped make the event such a success, whether by organising, exhibiting, sponsoring or attending. We all played a part in making this the biggest and best UK industry event yet.

The week before PestEx, BPCA exhibited at the Cleaning Show, again at London ExCel where I spoke at a seminar. I was amazed at the lack of knowledge about pest control, and how most visitors were confused about where to find a professional pest controller in the event of a pest issue. Rest assured we gave out information on BPCA and its members to several hundred cleaning companies – why not ring one near you and ask if they'd like to form an alliance?

One of the challenges facing any company is to make sure it is organised correctly in order to deliver the best return on investment. Whether that's having the right people in the right jobs or a structure fit for purpose, it's crucial to step back and look at where you can improve. BPCA is going through one of these periodic reviews, and the BPCA Board have identified some changes that they think will improve our Association. We'd like to know your views on these proposals, and also invite you to consider getting more involved in leading the direction of our industry. See page 29 for details.

I have just returned from New York where I was invited to attend the second Global Summit for Pest Management Services, which brought together around 200 delegates from five continents to discuss the challenges our industry faces, and hear from a range of clients and specifiers. Interest is definitely growing in adapting CEPA Certified into specifications, and I'm pleased to see this month we surpassed 300 Certified companies across Europe, with around 90 from the UK.

Finally, my hearty congratulations to the winners of our first BPMAs – it's great to see large and small companies acknowledged, along with some individuals who help make this such a great sector in which to work.

**SIMON FORRESTER**  
BPCA chief executive  
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[www.facebook.com/Britishpestcontrol](http://www.facebook.com/Britishpestcontrol)



[www.youtube.com/user/BPCAvideo](http://www.youtube.com/user/BPCAvideo)



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Rupert Broome, Group Managing Director of Killgerm, took over as Manufacturers and Distributors Committee Chairman in February.

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# BPCA PestEx

The UK's premier pest control event

22-23 MARCH 2017 / EXCEL, LONDON

**VISIT**  
www.bpca.org.uk/PestEx

**EMAIL**  
events@bpca.org.uk

**CONNECT**  
#PestEx2017



**PestEx 2015 was the biggest it's ever been, and many commentators said that was the largest a trade show for UK pest control could get...**



**75 YEARS AGO, THE FORMATION OF BPCA MARKED WHAT WAS POSSIBLY THE FIRST...  
...SIGNIFICANT MEETING OF PEST MANAGEMENT PROFESSIONALS IN THE UK**

# But they were wrong!



The show grew by 20% in terms of visitor numbers, making it the largest event in the UK pest control calendar – whichever way you measure it. The two-day event, held on March 22-23, featured a vast array of innovative products alongside an extensive range of 21 technical and business seminars.

PestEx extended the strong international flavour of previous events, with 22% of visitors coming from outside the UK. Most visitors were still the decision-makers for their company in terms of product choice, but we grew technician numbers with some excellent practical seminars coupled with great giveaways, competitions and prize draws.

BPCA President Paul Rodman said, “75 years ago, the formation of BPCA marked what was possibly the first significant meeting of pest management professionals in the UK. 20 people sat round a table to talk about the future of public health pest control. Over 2,600 people came together at PestEx to do exactly the same thing, marking our continuing commitment to excellence and professionalism. Dozens of visitors, exhibitors and speakers approached me during the show to congratulate BPCA on its efforts. The quality of the exhibitors and speakers has really drawn a crowd, including the opportunity to network with

professionals from around the world.

I'd like to thank BPCA's staff team and Dewberry Redpoint for delivering a world class, international tradeshow.”

Many visitors have commented on the expansive range of new technology, products and services being showcased this year. Exhibitor Angela Bigwood from A&M Hawk UK said, “We've had a steady flow of people coming to see us, but what's important is that they all seem genuinely interested in what we have to offer. So we've had some really meaningful conversations and some great leads over the last few days.”

Growing network opportunities has been a key goal for BPCA and the staff team. BPCA Chief Executive Simon Forrester said, “Getting numbers like this, despite London being on high alert because of the terror attack in Westminster, really goes to show the resilience of our sector. After a busy first day, we were worried that numbers would fall short on the second day. Instead, the pest management community came out in full force and we've had plenty of feedback saying strong connections were made on both days.”

Visitors commented on the range of interesting new technologies, products and innovations that are coming through (see pages 12-15). For statistics about the show see pages 10-11.

# Seminar round-up

On the seminar front, PestEx provided a wide range of presentations on business, technical and practical topics. We can't do justice to them all but we've identified a few key points.

Those signed up to BPCA's free Affiliate Scheme can access the presentations and audio recordings of most speakers - see the BPCA website news and blog section.

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



## MOVING TO THE NEXT STEP: TAKING ON YOUR FIRST EMPLOYEE

**PHIL HALPIN** Chairman of the BPCA Servicing Committee

- Common challenges, concerns and planning ahead with vision
- Understanding the numbers and bridging the gap from 1 to 2
- Types of employment and future employment options
- Recruitment tips and minimising risk
- Employers responsibilities and continuous professional development

## ADDING VALUE TO YOUR PEST CONTROL CONTRACTS

**KEVIN HIGGINS** Membership Manager, BPCA

- Are you making the most of your existing customers?
- Types of added value service you could be offering
- Why go running around the country when the work is already on your doorstep?



**IT'S WORTH EDUCATING CLIENTS THAT GULLS ALWAYS RETURN TO THE SAME NESTING SITES**

## URBAN GULLS - KEEPING WITHIN THE LAW

**MARK WENMAN** Mark, a bird control expert from Pelsis, kindly delivered the talk as Jess Chappell, RSPB Nature Policy Officer, had to cancel.

Know the law: every single bird is protected

- Herring gulls and lesser black-backed gulls are protected throughout the UK
- Wildlife and Countryside Act 1981: illegal to kill or take any bird, eggs or nests
- Exceptions may apply in specific circumstances and are based on where you are in the UK
- Lethal control permitted by wildlife licences

This talk focused on what types of gulls we have in the UK including herring gulls, lesser black-backed gull and common gulls (affectionately described as the terrier of the gull world) and their behaviour. More and more gulls are coming inland moving us away from the traditional view of the 'sea gull', probably because of the abundance of food, bi-weekly bin collections and safer nesting spaces.

Mark reminded us that gulls naturally nest on cliffs, or wide open spaces but stated: "Why would they bother living a natural life when there's an easy-to-target McDonald's just down the road?"

Birds learn where it's best to nest and where they can get food easiest. Mark reminded us that it's worth educating clients that gulls always return to the same nesting sites: "A gull is for life, not just for Summer!"

Mark's talk went through the various types of damage gulls can do including passing on diseases via guano, ruining paintwork and buildings, slips and trips, and even the potentials for drain blockage and flooding. He also looked at the various types of bird license, local laws and regulations, and how to be the ethical pest controller: scare a bird, remove the food, educate the client - lethal methods should be employed as a last resort.



## PEST CONTROL AND FOOD ALLERGY

**PETER LITTLETON** Technical Director, Klenzan/Allergy Action

- Food allergic reactions - an overview
- Allergen legislation
- Reasons for allergen control
- How can pest control activities have any bearing on allergic reactions from food?

## BITING THE BAIT - A SELECTION OF BITE-SIZED TALKS

**DR MATTHEW DAVIES** Divisional Technical Advisor, Killgerm Chemicals

- Anticoagulant rodenticides and reproductive toxicity
- No amateur use of reprotoxic rodenticides
- Brown dog tick: biology
- Grey silverfish (*Ctenolepisma longicauda*)
- Ivy bee (*Colletes hederæ*)

CONTINUED >



**TAILORING YOUR PEST CONTROL FOR A FARMING ENVIRONMENT**

**DR KAI SIEVERT** Technical Services Manager, Sygenta

- Farm pest control in a nutshell
- Rodents: their biology and behaviour
- Diseases transmitted by rodents
- Basic principles of rodent control
- Rodenticide efficacy in the field
- Responsible use of rodenticides



**AN OVERVIEW OF BED BUG TREATMENT IN THE US - CREATING PROGRESSIVE PROTOCOLS**

**JEFFREY WHITE** Jeff comes across the pond from a US company called Bed Bug Central. He's developed procedures and training for bed bug control and now travels around the US and the world sharing his knowledge.

- Bed bugs are going to increase in the next five years
- People won't report problems
- We need more resistance data
- We need to consider non-chemical options

Post-World War Two saw the near eradication of bed bugs from developed Western countries, probably due to a completely different mindset when it comes to pesticides. Jeff showed us a photograph of a woman in the 50s spreading pesticide around a sleeping baby to really show the difference in consumer attitudes today. With 30% active ingredients in the products, Jeff said, "You couldn't find a bed bug."

Fast-forward to 2006, and Jeff's company was working 50 hours a week on bed bugs alone, and nowadays they have three full-time teams.

Controversially, Jeff said he does not inspect the bed when he stays in a hotel! With statistics saying only around one in a hundred hotel rooms have bed bugs, plus the average infested room only

containing three bed bugs – what's the chances of bringing back a reproducing pair from a hotel?

But that leads to the biggest question – if they're not coming from hotels like the media would like us to believe, where do they come from?

Jeff puts ignorance at the centre of his argument. With the aid of some photos and a video of some very bad infestations, it became increasingly clear that one person with 10,000 bed bugs, refusing to see that they had a problem could easily cause a problem for a whole community. If that one person used public transport, goes to see friends, sits in communal spaces, they are potentially infesting thousands of properties. And most of the people with infestations this bad aren't saying anything – that's the biggest issue.

In the US, a pest controller can give 24 hours' notice and get into any property to treat bed bug problems. Jeff said that the problem for the UK is, "If people want to say no – no is the answer. And it won't work long term. If you can't get in, how do you ever get over the community problem?"

This was a comprehensive talk with interesting information including information about bed bug life cycles, egg laying and treatment options.

Missed it, or just want to watch the presentation again? Visit [bpca.org.uk](http://bpca.org.uk)



**RODENTICIDE STEWARDSHIP PROGRESS REPORT**

**DR ALAN BUCKLE** Chairman, CRRU UK

- A brief summary of progress
- What HSE says about stewardship so far
- Show you the targets we have been set and the timelines for achieving them
- Clear up any misunderstandings

**IMPROVE YOUR GOOGLE RANKING**

**ROSE JUDSON** Independent SEO and online marketing professional

- How did we get here?
- Search engines dominate advertising
- You need to be visible – the options
- How spiders index your website
- Five red flags when hiring an SEO professional

**Revisit the seminars via the BPCA website... [www.bpca.org.uk](http://www.bpca.org.uk)**

Image: CC David Perez



### CUSTOMER COMPLAINTS: A BUG IN YOUR BUSINESS?

**DAVID QUINTON** Head Assessor for Which? Trusted Trader

**ALEXANDRA DOBOCAN** Head of Communications and PR, Dispute Resolutions Ombudsman

- You can't please all the people – no matter what the size of the business a complaint will surface at some stage
- Why is there a complaint in the first place?
- Making a meaningful and available complaints policy
- Tips for dealing with complaints and keeping on top of communications



### INVASIVE SPECIES - SHOULD WE RUN OR FIGHT?

**CLIVE BOASE** Pest Management Consultancy

- What are invasive pests and their impact?
- A changing attitude to invasive pests
- Dealing with invasive pests in the UK



### BREXIT - THE IMPACT ON THE UK PEST MANAGEMENT SECTOR

**PANEL** Simon Forrester; Julie Girling MEP; Malcolm Harbour CBE; Oliver Bretz; Euclid Law

- The people have spoken
- How likely is it that the UK government will stick to its timescales?
- Amend, repeal or improve: where do we start with incorporating European laws?
- What's likely to happen to European Standards?
- Should we expect a Scottish exit from the UK?



### INSECTICIDE STEWARDSHIP

**RICHARD MOSELEY** Technical Manager, Bayer CropScience Ltd

- What would the drivers for insecticide stewardship be?
- What are the environmental impacts of insecticide usage?
- What could an insecticide stewardship scheme look like?
- Labelling and insecticides



### REVOLUTIONISING FOX SNARING

**DR MIKE SWAN** Head of Education, The Game and Wildlife Conservation Trust

- Independent Working Group on snares
- The IWGS/Defra Code of Practice
- Avoiding entanglement
- GWCT breakaway snare
- GWCT position on fox snares

### RETENTION VS. RECRUITMENT

**BARRY NICOL** Stallard Kane Associates

- Why do we recruit?
- Effective recruitment – attracting talent
- Barriers to retention
- Employee engagement
- Top tips – make it happen today!

### THE FIELD BIOLOGIST - MORE THAN A TECHNICIAN IN A TIE

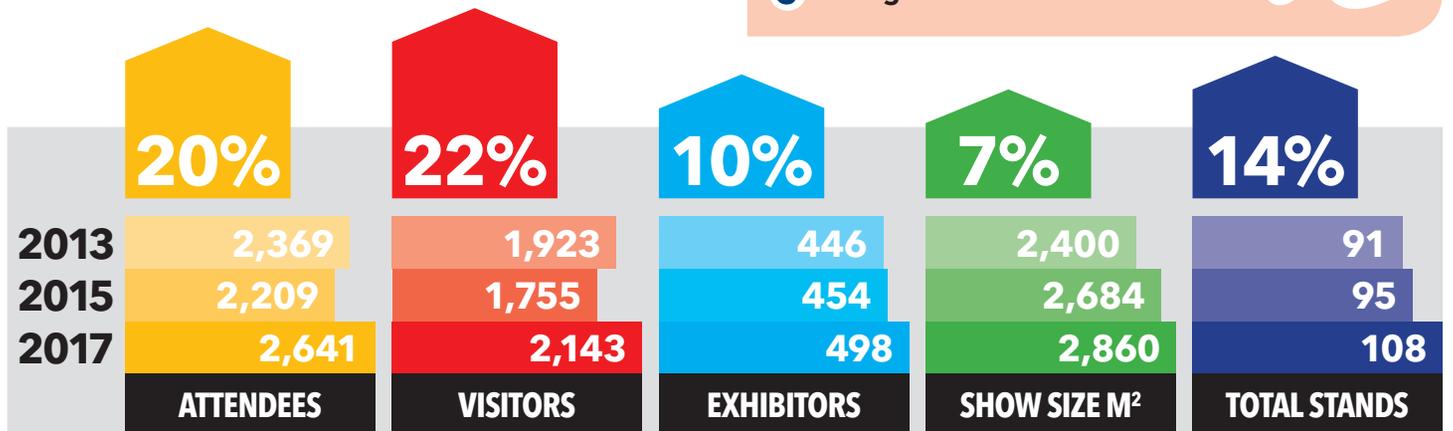
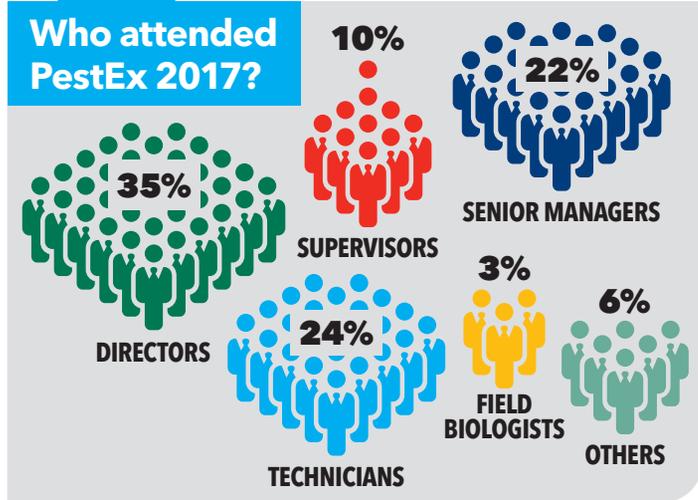
**PAUL WESTGATE** Managing Director, Westgate Pest Control

- Technical knowledge
- Thirst for knowledge
- Mentoring
- IT skills
- Attitude

# The biggest meeting of pest management professionals *ever* in the UK, in numbers...



“Very informative about new products and new legislation in the pest control industry.”  
 PETER BUTCHER, SERVICE MANAGER,  
 VAN VYNCK ENVIRONMENTAL SERVICES

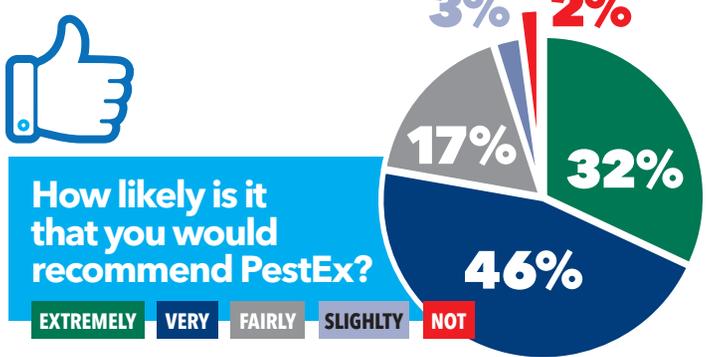
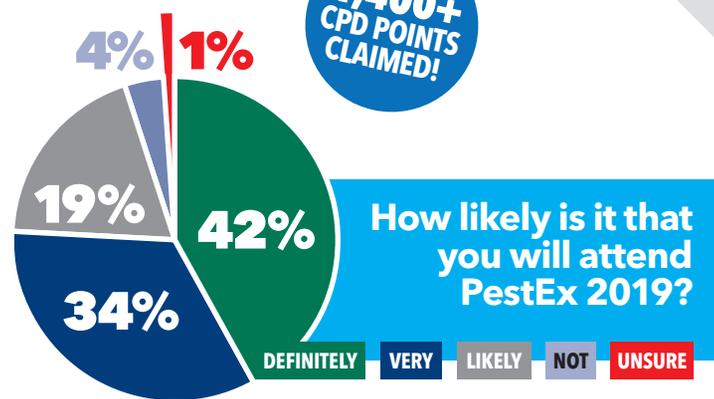


The development of PestEx since 2013

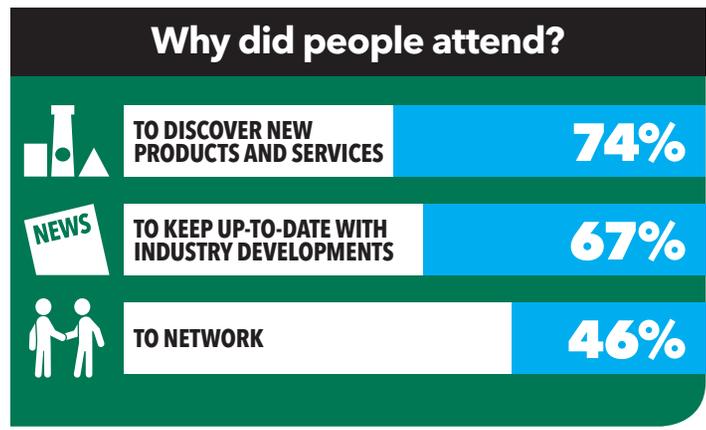
“ Many thanks for your excellent support to not just the big Pest control companies but us little ones too. ”

WAYNE BIRD, CHELMSFORD PEST CONTROL

**1,400+  
CPD POINTS  
CLAIMED!**



- Top 5 ways to hear about PestEx**
- 1 Word of mouth **22%**
  - 2 BPCA website **14%**  
[www.bpca.org.uk](http://www.bpca.org.uk)
  - 3 PPC eBulletin **14%**
  - 4 Pest Control News **13%**
  - 5 Pest magazine **12%**



**Did you make it into the final edit?**

Check out the PestEx 2017 video  
[www.bpca.org.uk/PestEx](http://www.bpca.org.uk/PestEx)

“ ...great to meet and greet faces from the past and to see so many much younger faces that are coming into this industry, they all seemed so genuinely interested. ”

RICHARD BONE, DES BONE LTD

**Dates for your diary**

**PPC LIVE**  
PPC Live 2018  
14 March  
Three Counties Showground,  
Worcestershire

**BPCA PestEx**  
The UK's premier pest control event  
PestEx 2019  
20-21 March  
ExCel, London

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

# New products, new services, new exhibitors!

With over 100 exhibitors this year at PestEx, we thought it was worth pulling together some of the headline stories from around the exhibitor hall – just in case you didn't manage to get around everyone!

## TECH COMPANY AND FIRST-TIME EXHIBITORS, SERVICE TRACKER, SHOW OFF THEIR PEST MANAGEMENT SOFTWARE

ServiceTracker attended their first ever PestEx this year, showcasing their cloud-based software-as-a-service, aimed specifically at pest controllers.



The software is a complete end-to-end solution, combining CRM systems with contract management, work scheduling, field mobile, customer portals, invoicing and analytics. ServiceTracker mobile can work offline and capture everything about the job including photographs, quotations, signatures, actions, EFK analysis, waste, materials and preparations which can then be sent automatically to the customer electronically via a PDF report.

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

## 'HOT OFF THE PRESS' NEW MODEL FLY-SHIELD SOLO PLUS FROM BOWER

Both the Fly-Shield and the new Fly-Shield Solo Plus were absolute winners at PestEx. They told us orders from current suppliers flowed in with many new enquiries from both UK and overseas distributors.



Constructed from anodised aluminium both models are simple to clean and maintain as well as easy and light to handle. The Fly-Shield Solo could well be overtaken by its younger counterpart the Solo Plus.

David Bowerman, Bower's Export Director said, "For us, PestEx was really successful. Great footfall and loads of interest and orders. Definitely one of the best."

## OVER 200 VISITORS FOR PESTSCAN!



Having been in the market since 2009, PestScan are always adding new functions to their Customer Portal, mobile app for Android and iOS and Office Application. Jan Smits from PestScan said: "The visitors liked the app because it is so easy to use, allows technicians to take photos of issues and create or upload new floorplans. The Customer Portal was popular for its real time, clear data presentation. Seconds after a visit, all information is available online in trends and charts for the customers to see. Our Office Application is gradually maturing into a complete CRM package, but continues to be a good choice even for small and medium sized PCOs, because it can be purchased on a per-module basis."

Also new this year are the following features:

- The integration with the permanent monitoring systems eMitter, Signal and Green Trap Online
- An extensive Audit tool allowing PCO staff to map all issues at a site using an interactive map
- The Invoicing module. It allows users to auto generate invoices for all contracts or on the basis of a single visit.

[www.pestscan.eu](http://www.pestscan.eu)

## TRAPPER HIDDEN KILL - FROM BELL LABS

The Hidden Kill Mouse Trap is an economical choice for PMPs looking for a discreet option for trapping mice. The trap is designed for a quick, no mess capture and kill mechanism that is an upgrade from the unsightly kill of outdated wood traps, all at an exceptional value.



With a stealthy, low-profile design it blends into a variety of surroundings. Built with a fully enclosed capture area, it keeps the captured mouse hidden inside. The Hidden Kill is a premium quality trap that is built to withstand a variety of environments, yet is a comparable price to wood traps.

Other features include:

- Easy, no touch disposal
- Two-way entry allows mice to enter from either direction
- Innovative design for optional corner placement.

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

## CAN A SOLE TRADER GET SOMETHING OUT OF EXHIBITING AT AN INTERNATIONAL EVENT? STEVE FROM PEST - GO THINKS SO!



A one-man band at a global Pest prevention exhibition? Steve thinks it makes total business sense.

Looking to speak to Pest Professionals working in and around London that don't currently offer urban fox treatments such as control, proofing and exclusion, Steve was offering his services on a sub-contract basis. Steve said:

"The exhibition is held every two years for just two days. This is a great opportunity to re-affirm my position in the London Urban Fox Management marketplace and meet not only new prospective clients but meet and greet my existing clients, without whose continued support, trust and help, I would not be at the exhibition."

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

### A CHANGE OF TACTICS FOR DETIA DEGESCH GMBH

This year, Detia Degesch took products from their Consumer Line, rather than just their professional metal phosphide products (like PHOSTOXIN).

This consumer line product, the Detia Ant Bait Tin with active ingredient Spinosad, can be considered as a biotechnical baiting method for the simple, reliable, safe and clean control of ants, along with their larvae, in the house and on balconies and patios.

Norbert Wieder said: "We've had a UK registration for a couple of months, so PestEx was an excellent opportunity to show this product to potential customers. This product is also available as a private label under a customer's preferred brand name. The feedback from potential customers in the UK, and the rest of the world was fantastic and encourages us to move more and more in this direction."

Norbert told us he plans to increase their stand size again for the next PestEx so they can show even more products and information in 2019.

### NEW EDIALUX APP



Displayed on a giant iPhone at PestEx, the new Apple iOS Edialux app is designed to support Edialux customers, allowing them to place orders at any time of the day or night. To purchase rodenticides or insecticides you still need to provide certification in line with UK stewardship guidelines, meaning the app complies with all the CRRU guidelines.

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

### UNICHEM EXHIBITS EFFECT BRAND INSECTICIDE



To control the heavy infestation of crawling insects, Unichem R&D team developed micro-encapsulated insecticide with a prolonged effect. The membrane of the microcapsule protects the active ingredients against different weather conditions though some actives are not inside the microcapsules and provide an immediate effect.

**EFFECT MICROTECH** microcapsules stick to an insect's body, meaning they carry the product around, spreading it all the way to their nest. The active ingredients are slowly released over time and ensure a controlled effect, meaning it's effective with fewer applications.

For controlling flying and crawling insects, such as Flies, Ants, Cockroaches and Bed bugs, Unichem developed a non-systemic insecticide with contact action and fast knock-down effect. **EFFECT ULTIMUM** works residually and is effective against a wide range of pests. The product is also stable under sunlight and can be used for indoor and outdoor treatment.

[www.unichem.si](http://www.unichem.si)



Vermend's RatBlocker [www.vermend.co.uk](http://www.vermend.co.uk)

“The show has been very good indeed. We were very busy yesterday and today seems even busier which is fantastic. Lots of interest and positive feedback. A lot of our existing customers have been to see us, providing positive and constructive feedback, which we love and helps us make our products even better.”  
HELEN DATTA, VERMEND

### NEW ADDICT COCKROACH GEL AND BLACK PEARL PASTE SHOWN OFF BY LODI UK



Lodi UK showcased a number of new products including a new active ingredient at PestEx. The all new Addict Cockroach gel is a bold new product with a new active ingredient coupled with alluring formulation for fast acceptance by both gel-averse and non-gel averse cockroaches. It is formulated with Dinotefuran – a leading active in US cockroach control that acts on both contact and ingestion.

Independent test data highlights the speed of control with over 50% killed within 14 minutes and 100% in less than an hour.

The new Black Pearl paste formulated with alphachloralose to control mice is now available in a 270g caulking tube. The soft formulation allows pest controllers to target mice that might not readily take bait. In addition to the above they launched a new anti-rodent spray to protect cabling and insulation material against rodent and squirrel attacks.

[www.lodi-uk.com](http://www.lodi-uk.com)



### FIRST TIME OUT FOR LAPA CANINE SEARCH

LAPA Canine Search dogs are externally assessed by a member of the Bed Bug Foundation Canine assessment team, ensuring that you are getting a professionally trained and qualified search team. Their dogs and handlers regularly carry out continuation training to maintain the team's operational effectiveness.

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

**PELSIS SHOW OFF NEW DOMESTIC FLYKILLING UNIT HOPING IT WILL ADD VALUE TO THEIR CLIENT'S PEST MANAGEMENT CONTRACTS**



Popular flykiller brand Insect-O-Cutor introduced its first ever retail product, Prism, building on an extensive heritage and technical expertise in the professional pest control market.



Claire Larcombe, Marketing Manager, said "Awareness of pest hygiene in the home is currently at an all-time high, driven by threats such as the Zika virus. In addition, market research and consumer insight have highlighted the need for a premium domestic flykilling unit, making Prism the ideal product for the retail market." [www.insect-o-cutor.co.uk](http://www.insect-o-cutor.co.uk)

**BASIS PROMPT SUCCESSFULLY LAUNCH FEEDBACK SURVEY**



Stephen Jacob, CEO of BASIS said, "We signed up 35 new members, recorded well over 300 delegates from the PROMPT register and had over 100 participants of our survey (final figures and trends to follow soon). Additionally, the exhibition provided excellent networking opportunities and lots of leads to follow up." [www.basis-reg.co.uk](http://www.basis-reg.co.uk)

**NEW FIRST-GENERATION RODENTICIDE LAUNCHED AT PESTEX BY BAYER**

Racumin® Paste will join the hugely popular Racumin® Foam - the innovative foam-based rodenticide, that's seen unprecedented sales since its launch in 2014. "This new first generation anticoagulant has a lower risk to both primary and secondary poisoning for non-target animals in most situations," says Bayer Technical Manager, Richard Moseley. The new launch from Bayer offers an alternative product to a diminishing 'toolbox' of control measures. "Products have been withdrawn from the market at a rapid rate since about 2008," says Richard. "This new product will help fill the void and add another tool to the armoury for pest controllers going forward."

The product is approved for use in and around buildings, and in open areas. "An



open area is an urban, suburban or rural space that is not directly associated with a building, and there are currently a limited number of products available for use in these spaces. Racumin® Paste, therefore, offers a real opportunity for pest controllers," says Richard.

[www.environmentalscience.bayer.co.uk/Pest-Management](http://www.environmentalscience.bayer.co.uk/Pest-Management)

**FIRST-TIME EXHIBITORS, XCLUDER, SHOW RODENT AND PEST DEFENCE TOOLS**



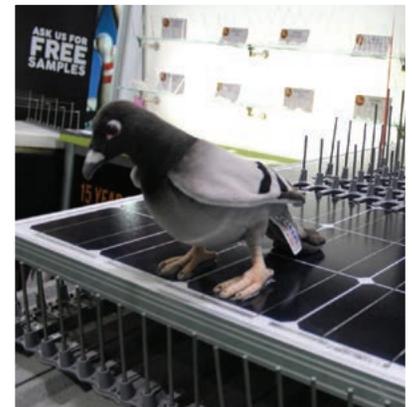
Xcluder was showing a range of products that focus on keeping pests out of a building. Available for residential and commercial applications, Xcluder Door Sweeps and Seals feature reinforced rubber gaskets lined with Xcluder rodent-proof fill fabric. Xcluder's sharp, coarse fibres are virtually impenetrable to rats, mice and insects, and its patented combination of stainless steel and poly-fiber will not rust or degrade.

Dave Colbert, VP Sales, told us: "It's been a brilliant show. Yesterday was absolutely mad here. Very high quality customers. Everyone is a part of the industry so there's no wasted time. PestEx is a very high profile, highly appreciated tradeshow."

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

**SHOW FAVOURITES, JONES AND SON SHOWCASE NEW RANGE OF SPIKES**

Jones and Son were showing their new Defender™ Solar Panel Bird Spikes and giving away lots of fudge to visitors. Back at PPC live 2016, they won best stand at the show, and at PestEx they had an equally good stand, again featuring a solar panel complete with (stuffed) pigeon.



With the UK installing more and more solar panels year-on-year, this new product attracted a lot of interest from visitors. The panel spikes purposely do not touch the actual panel, which means there is no chance of the Defender™ Solar Panel Bird Spikes invalidating the panel's warranty.

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

## ROMAX VENOM PASTE FROM BARRETTINE



The latest addition to the ROMAX Venom Brodifacoum range was exhibited at PestEx which includes Lipogel, Wheat and Pasta formulations.

- High water activity
- Rapid absorption into soft tissue
- Control rats and mice around buildings.

The expansion combines the potency of Brodifacoum within the range of several formulations giving professionals the scope to control both rats and mice in and around buildings.

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

## BRISTOL BASED OCTAVIUS HUNT EXHIBITION STAND MORE THAN JUST SMOKE AND MIRRORS



Octavius Hunt were first-time exhibitors at PestEx 2017 but are far from new - they've been established as a company since 1870. They have been involved in the manufacture of pesticide and disinfectant smoke generators and pellets at their Bristol factory for over 40 years and export their products worldwide.

Octavius Hunt's Permethrin and Cypermethrin smoke generators are well known and proven within the industry to treat crawling and flying insects including bedbugs, cockroaches and mosquitoes. There was much interest in both their natural range and their newly registered disinfectant smoke. The natural BioFume range includes a Greenhouse Smoke based on garlic which boosts plant's natural defences and fights off insect attacks; a

Home Smoke which uses mint oil to repel fleas; and a Mole Smoke which uses lavender oil to repel moles. Octavius Hunt's disinfectant smoke is a general surface disinfectant containing 2Phenylphenol and has recently been registered for sale in the UK.

Many visitors to the Octavius Hunt stand were interested in possible future collaboration on new product development. With a strong technical team and well-equipped laboratory, the Octavius Hunt team are excited about working with future partners to grow their product range.

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



## Exhibitor Awards

### BEST PESTEX STAND MOUSESTOP

This was MouseStop's second trip to PestEx and they went all out to impress. With a display desk, colourful banners, a widescreen TV and a giant, inflatable version of their product - MouseStop proved that you don't need to spend a fortune to make the most out of your exhibition space.

MouseStop is a sealing paste used by the pest control community for many years. Once applied the barrier is immediately active. The surface hardens smoothly, but the inside stays soft. When rodents breach the hard surface, its soft inner immediately blocks them.

BPCA President Paul Rodman presented a bottle of fizz to congratulate them on their lovely stand design.

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



### HARDEST WORKING EXHIBITOR

#### CLAIRE FROM RATPAK

The RatPak stand had a constant stream of visitors, probably due to the sheer volume of products they had on show! Claire was spotted by BPCA Chief Exec, Simon Forrester, who said she managed to keep up a sunny disposition throughout the two-day event. He said: "It doesn't matter how impressive your stand is, if your staff aren't warm and knowledgeable - you're not going to make the most of your time at PestEx. We spotted Claire talking to various visitors from around the world, and it was clear that she was very knowledgeable about the products and knew how to hold the attention of an audience."

In appreciation of her running around and being on her feet all day, Simon presented Claire with a well-earned footcare package.

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



## A&M HAWK UK OFFER AT THEIR INAUGURAL PESTEX



A&M Hawk were talking about their hawk flying services for bird dispersal, which works well for other pest controllers as an add-on service without all the headaches associated with looking after birds of prey.

We caught up with Angela Bigwood at the show, and she said: "We've had a steady flow of people coming to see us, but what's important is that they all seem genuinely interested in what we have to offer. So we've had some really meaningful conversation and some great leads over the last few days."

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

# Flash bang wallop, what a picture!



# ...and a taste of BPCA's 75<sup>th</sup> anniversary dinner



**PestEX  
REVIEW**



# Bristol and Beaver take home company BPMAs



PPC'S EDITORIAL TEAM WOULD LIKE TO CONGRATULATE ALL WHO WERE EITHER NOMINATED OR SHORTLISTED, AS WELL AS AWARD WINNERS THEMSELVES!

At the first ever British Pest Management Awards (BPMAs), two longstanding BPCA member companies – Bristol Pest Controller and Beaver Pest Control – scooped ‘Small Company of the Year’ and ‘Company of the

Year’, respectively. After the glitter had settled, we caught up with the two winners to find out what the award means to their companies, and more importantly, what they do differently that makes them ‘award winning’.



## BEAVER PEST CONTROL

British Pest Management Award winners  
**COMPANY OF THE YEAR 2017**  
 Based: Tooting, South London  
 Set up: 1990  
 Staff: 52



Beaver Pest Control

Beaver Pest Control prides itself on providing excellent training to staff to ensure application of innovative pest management techniques and excellent customer service, as well as maintaining due care for the environment.

The South London-based company was set up in 1990 by current partner Graham Lodge, and over the last 27 years has continued to develop at an impressive rate. This year the company is on target to expand by over 13% which will make it one of the ten largest pest control specialists in the UK.

PPC spoke to Julia Pittman, partner at Beaver Pest Control...

**Congratulations again and thanks for taking the time to answer a few questions for PPC readers. We want to start with the big one... what makes Beaver different?**

“Our people are our greatest asset and are treated accordingly, so we pay above average salaries with performance related bonuses to

drive service levels. We check staff happiness levels on a six-weekly basis when carrying out quality checks because we know that happy and conscientious staff equals happy customers. All our staff, from sales through customer service to management, are committed to our tough target of zero loss of contracts due to poor service. This target keeps our teams focused on our customers.”

**Thanks, really useful. Now the award has fully sunk in, can you share with us what it means to Beaver to win this award?**

“Being recognised by our industry and peer group is especially important to us. There are many good pest control companies out there so to be named ‘Company of the Year’ is a great honour for us. The award has given our teams the recognition we believe they deserve and a great feel good atmosphere throughout the company. Everyone is over the moon. We are also aware that we have to work even harder to achieve ‘pest free’ because customers will expect even more from us.”

**Oh yes, expectations of customers are sure to be enhanced now! We detect that the award represents something of a milestone for Beaver. What's next for you guys?**

“Over recent weeks we have been busy planning our strategy for the next five years. We want to grow but only if we can maintain/improve our current service levels.”

“We will stay regional and look to double our turnover in the next five years. This will give us a staff team of approximately 70-80 people by 2021. We will need new offices and new systems so that we can continue to look after our staff and customers to the highest possible level.”

“We have also applied to be a training centre, so we will continue to develop our in-house training facilities. We have some very well-known customers, so it's critical that we continue to deliver and innovate.”

## BEAVER TIMELINE

- 1990** Graham Lodge sets up Beaver House Services
- 1991** Take on contract for Alistair's Café in Crystal Palace, who are still clients today
- 1992** David Lodge joins Beaver House Services
- 1993** Take on a first employee, Colin Sexton, who is still with the company today
- 1995** Take on first admin person
- 2004** Move into first premises in Tooting
- 2006** £1million turnover
- 2007** Start dedicated bird control division
- 2008** Start to make our name known in further education with University of Greenwich  
  
Promote a number of technicians into sales roles
- 2009** Win contract with London School of Economics
- 2013** Become Beaver Pest Control LLP  
  
Existing employee Rafal Brymer (head of bird division) becomes partner
- 2014** £2million turnover  
  
Julia Pittman joins as partner and head of sales
- 2015** Win contract with Kings College London
- 2016** Achieve CEPA accreditation
- 2017** 50 staff  
  
Launch five-year growth strategy to staff  
  
Win BPMA Company of the Year  
  
£2.8million turnover



## THE BRISTOL PEST CONTROLLER

British Pest Management Award Winners

**SMALL COMPANY OF THE YEAR 2017**

Based: Easton, Bristol

Set up: 2002

Staff: 4

The Bristol Pest Controller has been controlling and eliminating vermin and pest infestations in Bristol, Bath and surrounding areas in the South West for 15 years.

The staff team at the independent pest control company prides itself on high service levels, and attention to detail and is committed to reliable and ethical humane pest control and eradication services.

We caught up with Laura Nangreave, office manager at Bristol Pest Controller...

**Well done again Laura, fully deserved! Can you share with PPC readers what makes The Bristol Pest Controller different to any other pest control company out there?**

"Pest issues can be distressing for some end users and this is why we focus on achieving quick response rates and promise a discreet service. We also excel in customer service, supported by our exceptional reviews."



Giles Sharley and Laura Nangreave, The Bristol Pest Controller

"As a small team, it is both our passion and determination to get to the bottom of pest problems, and we think that tailoring our services to the individual's needs sets us apart from any other pest control company. We wanted to advocate [in the BPMAs] for the small companies working in the pest control industry, as like so many others we are proud of the service we work in and also of our achievements."

**Yes, we can't agree more. No matter what size company, it's so important to champion excellence! Perhaps you can share with us the feelings of the staff team on winning the award?**

"We were overjoyed just to be shortlisted so when we were announced as the 'Small Company of the Year' we were in complete shock. We have never felt more rewarded, it has made all the hard work, late nights and studying worthwhile. I think we all have been bursting with pride since, we can't thank our customers enough."

**It's a great story and we wish you every success. What's next for The Bristol Pest Controller?**

"We are going to continue driving excellence with development for the team. Marketing will also have a big push with a new website coming soon, we need to let the City of Bristol know we are here! Part of this will be to take part in raising the profile of pest control in our planned events for World Pest Awareness Day on 6 June."

## A look at the the other BPMA winners

We caught up with the other award winners and asked them what winning the award meant to them.

### CHRIS DAVIS, CLEANKILL

British Pest Management Award Winner  
**CHARLES KEEBLE AWARD 2017**



"I'm very proud to have received this national recognition from the pest control

industry and to be chosen out of all my peers was a real surprise and an honour. I am grateful to my employer Cleankill who put me forward for the award. It is a brilliant company to work for in all aspects but I've particularly appreciated the freedom and flexibility to develop the staff training programme, which contributed towards Cleankill receiving the prestigious Investors in People Silver Accreditation."

**I'VE PARTICULARLY APPRECIATED THE FREEDOM AND FLEXIBILITY TO DEVELOP THE STAFF TRAINING PROGRAMME**

### ALAN BUCKLE, CRRU

British Pest Management Award Winner  
**UNSUNG HERO 2017**



"Well I have to say it's very nice for me personally to get the award, but I really do recognise

it's not just for me. As I've said before, 34 stakeholder organisations are part of CRRU and they all have people that work very hard to do what CRRU needs

to do, so it recognises all the work that goes into the scheme."

**THEY ALL HAVE PEOPLE THAT WORK VERY HARD TO DO WHAT CRRU NEEDS TO DO**

### IAN DUDLEY, ECOLAB

British Pest Management Award Winner  
**TECHNICIAN OF THE YEAR 2017**



"I'm overwhelmed to be recognised by the pest industry and

receive this award. This award represents the pinnacle of 20 years of service. A huge thank you to the Ecolab technical and support team."

**THIS AWARD REPRESENTS THE PINNACLE OF 20 YEARS OF SERVICE**

### MISSED OUT ON 2017'S AWARDS?

Register your interest in the next British Pest Management Awards.

 [awards@bpca.org.uk](mailto:awards@bpca.org.uk)

 @PestAwards

## Obituary: Harry E Wainman

We are sad to report the passing of Harry Wainman, who for many years headed the storage pest fumigation research team at the Government's Central Science Laboratory in Slough, working alongside Bishu Chakrabarti, Ed Allan, Adrian Meyer and Mike Kelly. Harry helped develop safe fumigation systems to protect human health and the food we consume.

Bishu said of Harry, "I spent many years working alongside Harry, and took over from him on his retirement. He was a true gentleman, an appreciator of good food, and a real Liverpoolian."

In 2009 Harry was awarded Life Membership of BPCA in honour of his contributions to the industry. But on retirement he was also decorated with the Queen's Imperial Service Order for his long civil service career, spanning over 25 years.

Mike Kelly, who worked alongside Harry in the 1970s said, "I had known Harry since I joined the old MAFF in 1967, based at our Liverpool Infestation Control Division's Port Office, to look at imported foods. I was sent to Slough for intensive training under Bishu and Harry, and even then I realised that Slough was not the nicest place to be, well before the Office existed."

Ed Allan another long-time colleague of Harry's said, "Harry Wainman gave me my first break in pest control when I joined as an Assistant Scientific Officer at the Pest Infestation Control Laboratory (known as PICL or Pickle!!) in 1973. In those days we had many products to fumigate our food stuffs, all of which are banned now; aluminium phosphide was new on the market. We did field trials around the country and spent many a night away in various pubs during these trips. Harry, as well as being a fantastic boss, was also very good company and I look back on these time with very fond memories. I worked closely with Harry for three years before moving to the Regional Pest Service in London but still saw him regularly at conferences and field trials. I regard Harry as the guiding light who set me on the road to my career in the pest control industry and will be forever grateful for the help he gave me, and I feel very privileged to have known and worked with him."

The funeral took place on Thursday 13 April at Chilterns Crematorium, Amersham.

## Innovate in Barcelona



On 29 and 30 May, the Association of Pest Control Companies of Catalonia (ADEPAP) organises the third edition of the Barcelona Pest Control Innovation Forum (BPCIF).

The event promises expert-led seminars to seek advanced ideas for possible future solutions to the challenges of our industry, combining technology and research with the development of traditional solutions.

BPCA has secured a discounted attendance fee for all PPC readers. Simply tick the 'partners and collaborators' box to receive a discount.

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

## Chris posts top time at PestEx



Christopher Bennell, Service Technician from RDS Partnership Ltd walked home with a brand new Xbox One after setting the best lap time on the BPCA stand at PestEx. The hot-lap challenge was to drive around a virtual Top Gear track in quickest possible time. Chris smashed the leader board with an impressive time of 01:05.523.

Chris said to us: "Thanks to BPCA for putting on a great PestEx. It was my first time there and it was fascinating. I wasn't going to have a go at the hot-lap game but the other techs I was with twisted my arm, and fortunately I posted a good time so I must say thanks to them for making me have a go!"

## BPCA defends insect monitoring

Working alongside manufacturing and distributor members, BPCA has written to the European Commission to protest at a proposal to class attractants used in insect monitoring traps as biocides. The change would mean huge costs and the likely loss of most products of this type, causing increased use of biocides and potential harm to public health and property.

BPCA Technical Manager Dee Ward-Thompson said, "The loss of, for example, moth pheromones would cause significant harm to our sector, and affect a wide range of things like food security and museum exhibits. This short-sighted proposal shows the need for government to consult with professional trade bodies such as BPCA before ill-considered decisions are taken. My thanks to our M&D Committee members, in particular Dave Avery of B&G Equipment who helped pull together the response."

We also lobbied HSE's UK representative on the Biocides Committee. More than 20 BPCA Members plus a host of other associations and organisations supported our initiative, including:

- Food and Drink Federation
- Grain and Feed Trade Association (GAFTA)
- International Biocontrol Manufacturers Association (IBMA)
- National Trust
- Nestlé UK.

Read the full text at [www.bpca.org.uk/news](http://www.bpca.org.uk/news)

## CEPA hits 300!



Mid-April saw the three hundredth pest control company in Europe awarded CEPA Certified®. This milestone was reached by Integrated Pest Management Ltd of Enfield Lock in Middlesex. MD Gareth Turner said, "We're very proud to join this elite band of European pest control companies, and we've already started promoting our success to our existing and potential customer base across the South East of England. Alongside our other accreditations such as BPCA Membership, SafeContractor, ConstructionLine and ISO 9001/14001, we think CEPA Certified® will unlock doors for us, and allow us to benchmark against other professional pest controllers in tenders and specifications."

Currently there are over 90 UK pest control companies accredited to the standard, with all BPCA Members going through a free third-party audit to BS EN16636 (the standard underpinning CEPA Certified®) by the end of June this year.

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

## BPCA online makeover

We've been working hard to remove the last of the bugs and so we're almost ready to launch the brand new BPCA website. The site was due to go live before this magazine landed on your desk, but when you're working on a site as large as ours, there are always going to be hiccup, so please bear with us. New features of the site include:

- Improved 'find a pest controller' tool – now with Servicing Member Profile pages
- Better Members and Affiliates areas – more information and easier to navigate
- Improved news and blog section – the place to be to get pest management news first.

The website should be up and running by the end of May. We'll be contacting member organisations about how they can take advantage of the new site and all of its enhanced features.

### BPCA Servicing Member?

You need to update your BPCA profile page so you can maximise the amount of 'find a pest controller' referrals you'll get from the improved tool. It's super simple. Visit the website to find out how to set up the perfect profile page.

[www.bPCA.org.uk/whats-new](http://www.bPCA.org.uk/whats-new)

## New Training Administrator joins BPCA staff team

We're happy to announce Tracey Neal has joined the staff team as Training Administrator. Tracey will be working closely with Danni Bromley until 2 June and then will take over Danni's duties while she's away on maternity leave.

Tracey joins BPCA having left OCS Cannon where she worked as their Admin Manager for Pest Control dealing with a varied role to provide support to Managers within pest control. Prior to this, Tracey worked for Arla Foods where she was part of the milk collections team dealing with farmers, exports and production of milk supply. She hopes to bring her previous skills of multi-tasking, prioritising and time management with her into the role.

## Brain-invading parasite spreads through climate change



Health officials in Hawaii have been warning residents not to touch snails or slugs with their bare hands because of an increase in cases of a rare parasitic infection known as rat lungworm. Experts are blaming its sudden spread across the United States on climate change and globalisation.

In the last two decades, there have only been two documented cases of rat lungworm infections in Hawaii. But in the past three months, six more cases have occurred in rapid succession, with more across other states. Believed to have spread to the US by way of rats in cargo ships, rat lungworm is a parasitic nematode (*Angiostrongylus cantonensis*) that begins its life as an infection in rat's lungs, blood, and brains. From there, the rats defecate worm larvae that are spread to other creatures like snails, slugs, and freshwater shrimp. Humans might eat one of these infected hosts or food contaminated by one.

Once rat lungworm disease moves into the brain it can cause meningitis and its symptoms include tremors, pain, and inflammation; it is often fatal. The severity of the disease can vary wildly, there's no known treatment, and it's notoriously difficult to diagnose.

Locals say that they've become increasingly paranoid about eating produce and they line their yards with slug bait. And for an area that thrives on tourism, paranoia about eating the local food can be an economic nightmare. A 2004 World Health Organisation report warned that "most new infections seem to be caused by pathogens already present in the environment, which have been brought out of obscurity, or given selective advantage, by changing ecological or social conditions."

While this particular pest isn't currently a concern in the UK, it shows that climate change plus globalisation are likely to increase the importance of public health pest control in years to come.



**DON'T FORGET!**

**6 JUNE**  
WORLD PEST AWARENESS DAY

**5-11 JUNE**  
PEST AWARENESS WEEK

## Killgerm appoints new business development manager



Killgerm, the UK's largest pest control product supplier, are proud to announce the appointment of Brady Hudson as Business Development Manager.

With over 11 years' experience working as Market Manager for Bell Laboratories, both in the UK and overseas in Europe and Africa, Brady arrives at Killgerm with an extensive knowledge of the pest control industry and has become a familiar face in the BPCA community.

In this newly created position Brady will be taking on a leadership role for selected key customer relationships and product categories, as well as helping Killgerm to increase its presence in different markets.

Commenting on the appointment, Rupert Broome, Managing Director of Killgerm, said, "I am delighted that Brady is joining the Killgerm family. She is very dedicated and has a track record of taking on new challenges and succeeding. All of us at Killgerm are looking forward to welcoming her on board and we wish her the best in her new role."

## The death of diesel?

You can't fail to have seen recent news reports on air quality concerns. It's alleged that some of our cities have such poor air quality that it contributes to the early deaths of some 40,000 UK citizens.

Recently the government has lost two UK court cases on plans to tackle the key pollutant nitrogen dioxide (NO<sub>2</sub>), with the High Court ordering publication of a draft new clean air plan to tackle NO<sub>2</sub> by 31 July. A joint enquiry is also looking into the scale of the harm caused and the action necessary to tackle it.

Louise Ellman MP, Chair of the Transport Select Committee said: "The UK economy depends on an efficient and flexible transport system but emissions from vehicles are a significant problem and the standards that governments have relied on have not delivered the expected reductions. We will be asking what more can be done to increase the use of cleaner vehicles as well as to encourage the use of sustainable modes of transport."

The European Commission has also threatened enforcement which could see the UK pay millions of pounds in fines if the Government does not take immediate steps to bring 16 UK zones within legal pollution limits.

Reports of the death of diesel may be exaggerated, but despite reports that the Government are willing to help compensate diesel vehicle owners encouraged in their purchases (e.g. the 2001 tax exemption), many cities are now likely to impose charges. One example is the London ultra low emission zone where from April 2019 some drivers will pay £24 a day to enter the area.

PPC advises all readers to consider the likely long term impact of future legislation on diesel vehicles, and also their impact on those around you. After all, we're here to preserve public health!



## Apprenticeships update

BPCA's drive to create the first apprenticeships in pest control has achieved another key milestone. The Pest Control Technicians standard for the Trailblazer apprenticeship has been approved. This standard was created by a range of pest control employers, and is designed to meet the needs of our sector.

Chairman of the Employers' Development Group, Paul Rodman said, "We're very pleased that our proposal has been accepted by the government. The next stage is to establish an end point assessment (i.e. set out how to assess apprentices) with work starting by late May."

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



## 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.

Members make a commitment to lifelong learning through Continuing Professional Development (CPD) which all professionals in leading industries are expected to make.

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

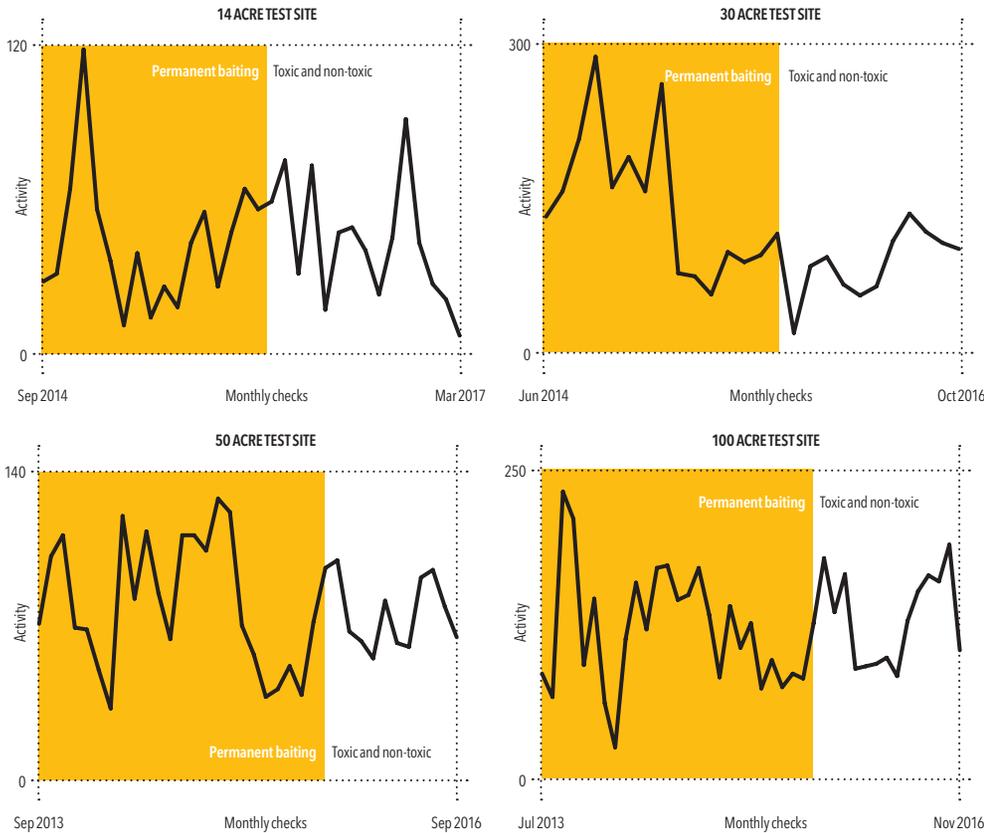
**PROMPT**<sup>®</sup>  
Register

Show your customers that you're a true professional.

SUPPORTED BY



# Members embrace CRRU Code of Best Practice and get amazing results



Back in 2016, Matt Garwood and his team at MG Pest Control switched over their sites to be fully compliant with the CRRU Code of Best Practice and started to monitor pest activity to see what impact this would make on pest activity.

To be fully compliant with the CRRU guidelines, they put non-toxic monitoring blocks into sites with no activity and then only administered FGAR or SGAR rodenticides where there was confirmed rodent activity, or in a high-risk area, for example, bin stores, receiving areas for large warehouses and cavity bait lines. Matt then continued to monitor the rodent activity levels of some of his largest contracts. The end of the shaded area indicates where the change to complete CRRU compliance takes place.

Matt said, "If you look at each graph, you can clearly see that the CRRU Code of Best Practice delivers better rodent control when managed case by case [compared to pre-stewardship methods]. The peaks of activity are not as high, and the activity period is not so prolonged. Activity is controlled more quickly when being CRRU COBP compliant."

MG Pest Control spoke to clients and explained why rodenticide stewardship was necessary and

consequently moved all their contracts from eight visits to 12 visits a year, meaning they could continue to use FGAR or SGAR bait in accordance with CRRU guidelines. A by-product of this seems to be that they've achieved quicker more sustainable levels of control.

"If you haven't already moved over to a CRRU compliant service practice – then you need to. It's the law by means of the label conditions. As well as significantly reducing the risk to non-target animals there's a sales opportunity, as you'll need to visit sites more often to be able to use FGAR or SGAR bait. We've saved money as we don't use as much SGAR or FGAR, thereby reducing costs, and crucially it's better for the clients as they're seeing better control of rodents."

BPCA has guidance for your clients on changes to rodenticide use. See the BPCA website Member zone for details.

## Referrals on track. Again.

Our popular 'find a pest controller tool' continues to deliver out more referrals for servicing members than ever before, with an increase of 13% this year so far.

The first quarter of 2017 saw our website and call handling system make a total of 11,936 referrals to domestic and commercial end users, against 10,587 in 2016. 2016 itself represented a record breaking year with nearly 77,000 referrals handed out, a 10% increase against 2015.

The 'find a pest controller tool' works by taking into account where registered offices of member companies are, and the distance in which members are willing to travel to respond to referral requests. To bring up a shortlist of BPCA members, end users simply type in their postcode, whether they are a domestic or commercial customer, and finally, what pest service they require. In addition to the website, calling 01332 294288 will take end users to a professional answering service who will search current members in the same way as the website. Both services run 24 hours a day, every day of the year – BPCA is the only association that does this for its members.

Ben Massey, Marketing and Communications Manager said, "We've worked hard on our SEO to keep BPCA at the top of 'organic' search rankings in order to generate more referrals for our members. With publication of the new website, we expect to take a short hit while content is indexed, but we should be back to business as usual before you know it."

Our new website enables members to build up a personalised profile to give more information about their company, what services they cover and also what additional benefits each member company has as an advanced filter (e.g. CEPA Certification). Make sure you update your profile as soon as possible to attract more referrals, and don't forget a good photo!

More details on how to maximise your referrals: [www.bpca.org.uk/whats-new](http://www.bpca.org.uk/whats-new)

...THEY'VE  
ACHIEVED  
QUICKER MORE  
SUSTAINABLE  
LEVELS OF  
CONTROL...



*“Our birds are housed across 50 acres of orchard and we want to do everything to keep them safe from infection. Once we heard about the Agrilaser Autonomic it seemed like an ideal solution to complement all of our other biosecurity measures.”*

Daniel Hoebrichts  
*Owner of Orchard Eggs*



For more information please call:

**+44 (0) 1903 538 488**

**sales@pestfix.co.uk www.pestfix.co.uk**

Pestfix, Unit 1d, Littlehampton Marina, Ferry Road,  
Littlehampton, West Sussex, BN17 5DS. United Kingdom

## Pest management no more effective than education for reducing pediatric mouse allergen-related asthma

Intensive year-long professional pest management combined with education on reducing exposure to mouse allergens did not significantly reduce asthma symptoms compared with education alone among mouse-sensitized children.

“Mouse infestation is endemic in many low-income, urban neighborhoods in the United States,” Elizabeth C. Matsui, MD, MHS, from the Johns Hopkins University School of Medicine, and colleagues wrote. “Previous studies found that mouse-sensitized children and adolescents with asthma who are exposed to mouse allergen have greater asthma morbidity than similar children and adolescents who either are not sensitized or not exposed to mouse allergen, but it is unclear if reducing mouse allergen exposure results in a reduction in asthma morbidity among sensitized children and adolescents.”

To determine the impact of professional pest management on asthma morbidity among mouse-sensitized children, the researchers conducted a randomized clinical trial of children aged 5 to 17 years (n=334) with previously recorded asthma and mouse sensitivity. The researchers randomly assigned one group to receive combined pest management and education whereas the other received education on pest management alone.

Pest management included rodenticide, sealing holes, trap placement, targeted cleaning, the use of allergen-proof mattresses and pillow cases and portable air purifiers.

Residences were assessed every three months for possible mouse infestation. All participants in the study were educated

on pest management strategies, including demonstration of the materials needed to set traps and seal holes, as well as written material.

Maximal symptom days were counted at six, nine and 12 months. These numbers included the days of symptoms in the previous two weeks when participants experienced slowed activity due to asthma, waking from sleep with asthma symptoms and days of coughing, wheezing and chest tightness. Other symptom outcomes were also analyzed, including rescue medication use, asthma-related acute visits, mouse allergen levels and lung function.

According to study results, there was no statistical difference demonstrated at any assessment for the primary outcome of maximal symptom days between the two groups. The secondary outcome, which included the instances of rescue medication use and asthma-related acute care visits, also demonstrated no statistically significant difference between the two groups at any assessment.

“It is possible that the integrated pest management intervention was not superior to education alone in reducing asthma symptoms and other markers of asthma morbidity because it was not associated with substantially larger decreases in home mouse allergen levels than education alone,” Matsui and colleagues wrote.

“The education group had decreases in home mouse allergen levels of approximately 65%, which is larger than that observed in previous home intervention studies among the active intervention group, and approximately 40% had at least a 90% decrease in mouse allergen. This degree of reduction does not appear to be explained by changes in allergen assay performance over time.”

Katherine Bortz

Matsui EC, et al. JAMA. 2017. doi:10.1001/jama.2016.21048

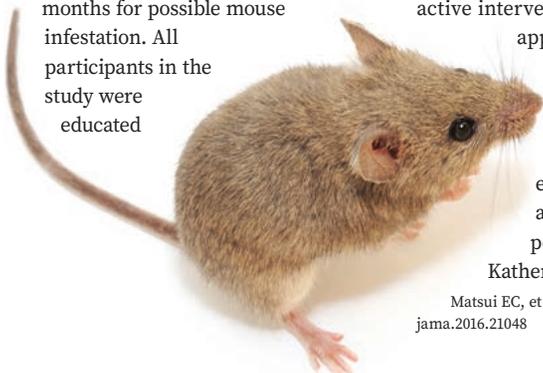


Image: Jason Gilchrist

It is understood that Prince Charles has backed a government plan to sterilise grey squirrels using traps filled with Nutella and oral contraceptive, with the aim of protecting their red cousins.

The invasive pests will be lured into eating a contraceptive, which the government's Animal and Plant Health Agency (APHA) believes will humanely reduce their numbers by up to 90%.

Prince Charles is said to have approved the plans at a meeting with members of the UK Squirrel Accord.

Previous tests have found that the hazelnut spread is good for attracting the grey squirrels. Controlled trials have confirmed that red squirrels, voles and mice will be too small to open the bait boxes, leaving the contraceptives for their intended target.

## BPCA sweeps up at Cleaning Show



In March BPCA exhibited at the Cleaning Show, the trade exhibition for the UK cleaning sector. Our presence there was designed to raise awareness of the importance of using professional pest control in the event of a problem. Simon Forrester spoke at the event about the close links between prevention of pests and proper cleaning and hygiene regimes. The event saw 5,500 attendees over the three days, with over

1,000 visitors attending the seminar programme.

BPCA Events Officer Lauren Day said, “The event proved a real success for us in our mission to raise the profile of BPCA within associated markets. In 2019 we're co-locating PestEx alongside the Cleaning Show (19-21 March) to showcase the best in pest control to this important audience.”

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

# STUCK IN THE HEADLINES

SPEED VIEW

- Incorrect glueboard led to bad press and court case
- Damage minimised by admitting fault and protecting client
- Internal comms, solid technical background and PR experience all essential to deal with bad press

*We talk about best practice, codes of conduct and staying within the letter of the law all the time in PPC - but what happens when something goes wrong?*



All it takes is a single error of judgment, from a single technician, to put a company into the limelight. We've always been dubious of the adage "any publicity is good publicity" – particularly when it comes to pest management.

Back in 2016, Norwegian pest control company, Anticimex, hit the headlines for all the wrong reasons. They spent a significant amount of time in the centre of a media frenzy and ended up in court. Stein Norstein from Anticimex generously offered to talk to PPC's Scott Johnstone about how to handle bad publicity so PPC readers could benefit from their experiences.

## Can you tell us a bit about the background of the job?

Anticimex had a contract with a McDonald's restaurant which included bird control. Sparrows (*Passer domesticus*) had entered the restaurant and picked food from tables and the floor. They were sitting above the door on a ledge. The door was automatic, opening when people

triggered the light sensors. The birds had learned to do the same, so they could enter the restaurant whenever they wanted.

After some months without any success, one of our technicians put up glueboards meant for rats on the ledge the birds would sit on. One morning there were two birds trapped in the glue boards.

Two customers saw what happened, took the glue boards with the still living birds and went to a veterinarian to determine if they could be rescued. The birds obviously could not be rescued, so they were killed by the veterinarian.

The customers then took pictures and contacted the local newspaper, *Fædrelandsvennen*.

## But the story didn't stay in the local newspaper for very long...

No, the story was picked up by all the major newspapers in Norway. VG,

Dagbladet, Aftenposten, and several national TV-stations and radio stations were talking about it. The Sun in Britain reported on the story. After the mainstream media were finished, the story was active on Facebook for quite some time.

In the first press release McDonald's was criticised, but as Anticimex took full responsibility for what happened as soon as we heard the story, the focus was quickly directed towards Anticimex.

The Norwegian authorities took the technicians Pest Control Licence, and Anticimex was taken to court by animal welfare organisations in Norway.

## What were the reactions like from your customers?

Anticimex had comments from our customers, some negative and some positive.

## BPCA tips for avoiding bad press

### CREATE A CULTURE OF BEST PRACTICE

Keep yourself and your team up to date with our industry's Codes of Best Practice. Have mini-tests and regular refresher sessions. Stress the importance to your colleagues that breaking the rules exposes you to negative attention.

Create a workplace culture where doing things correctly is more important than results. Take time out to go to events and invest in your own and your team's development and education. You're only as good as your least competent team member!

### DON'T LET A COMPLAINT TURN INTO A PIECE OF BAD PRESS

It's almost impossible to deal with a complaint in the heat of the moment or in the field. It's good practice to ask for complaints in writing so you can respond properly and with a cool head.

You can set up an email address, such as 'manager@', specifically to address complaints. All staff should be aware that complaints are a top priority. Anyone who deals with a complaint should have enough authority to resolve them completely.

### DON'T LASH OUT ON SOCIAL MEDIA

Be careful with your responses when confronted on social media.

Having an argument on your Facebook timeline is like having an argument in your front garden. Everyone can see it, and if you do it badly, you'll never be able to look your neighbours in the eye again. Keep responses brief, factual and avoid any dodgy hashtags – no matter how cunning you think you're being!



**“The reactions from social media were new to us. They were much more aggressive and direct. We had to look at how to improve how we handle this type of media in the future.”**

The positive reactions came because some customers felt that Anticimex could handle itself in a professional way, and seemed to appreciate that the client was protected, although we had a few customers that did not want our services afterwards.

Anticimex technicians experienced many comments from their private customers and also in social situations in the following months.

#### **When the events started to unfold, how did you as a team decide to tackle the bad publicity?**

Anticimex admitted that the glue board should not have been used and took all responsibility from the first day. Because of this, the media lost interest after a week or two.

Every comment we received on Facebook, our website (and also on my personal messages and Facebook) was answered politely, apologising for what had happened and admitting this was illegal. We explained that what the technician had done was against Anticimex procedures, has been

corrected and would not happen again.

We decided that I'd be the only person to comment officially on the case. I've done training in handling media, and I have 20 years' experience talking to the press, having been involved in many cases, some very serious.

The reactions from social media were new to us. They were much more aggressive and direct. We had to look at how to improve how we handle this type of media in the future.

#### **What advice would you give to readers about dealing with negative media attention?**

First, never let the person directly involved meet the press. Always lift the case up to a person that is not personally involved.

The person you choose should be experienced in handling the media and preferably have some technical background to understand the details.

Second, before talking to the press, get as much detailed information about what happened from the people directly involved as possible. When

collecting the information, try to calm the people involved as things like this can be very distressing.

Third, be open to the possibility that your company may have done something wrong. The media love to press the people who deny everything, making them slowly admit more and more. If you acknowledge that you may have done something wrong from the start and that this has to be investigated (either by police, as in this case, or by an internal investigation), then the press will lose interest faster.

Also, it's important to take care of your employees. Give internal information to the employees so they have enough information to understand what happened so they know at least as much as the general public.

#### **What were the eventual outcomes of the incident?**

The case has now been through court. The technician lost his pest control licence and was fined 20,000 NOK (~£1,900) and no longer works for Anticimex.



# New surgery 'bolt-on' for CEPA Certified® members, and those ready to make the jump

Following the South Wales Regional Forum on 25 May, we will be offering an optional 'bolt-on' two-hour surgery for existing CEPA Certified® companies, and servicing companies interested in adopting the certification.

Guided by members of our expert team, each surgery will facilitate small breakout groups exploring professional practice and generating ideas on topics such as 'Achieving relentless customer service', 'What good looks like', 'Marketing in the year 2020' and 'After-selling: is it really speculate to accumulate?'

Breakout groups will also discuss the impact CEPA certification has made to their business, feedback on the CEPA certification process (audit day, paperwork) and have the opportunity to identify topics of discussion in 'any other business'.

BPCA Technical Manager Dee Ward-Thompson said, "Following the success of our CEPA Roadshow programme last year, where over 80 companies attended, we have decided to extend this programme across the UK while being aware of how time-limited many members are. Therefore, our CEPA Surgeries are shorter and more informal get-togethers, giving you the tools to achieve the standard and a chance to share best practice."

As part of the bolt-on, pre-registered attendees to the surgery (as part of Regional Forum registration) will also get lunch provided and a selection of useful documents to improve their business and assist with reaching the EN16636 British Standard.

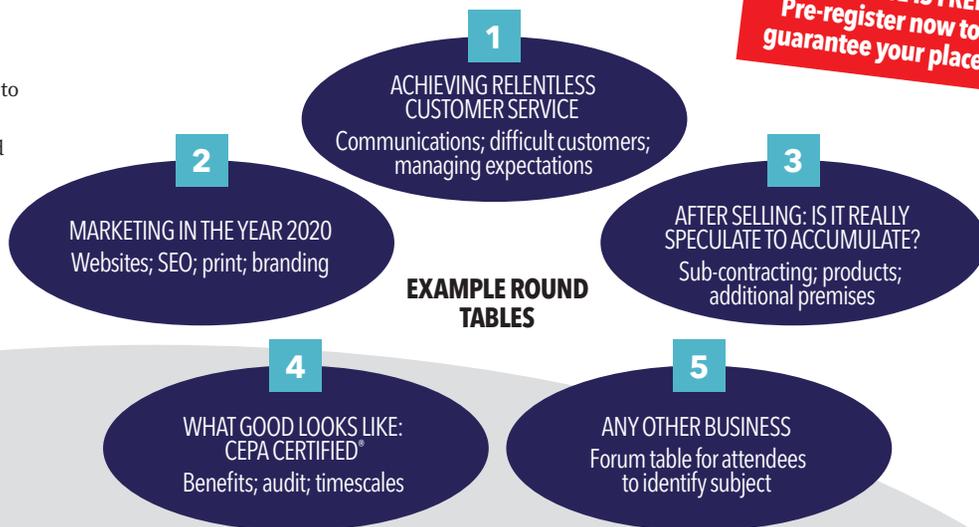
Jessica Morgan, Bureau Veritas CEPA Product Manager for UK and Ireland said, "A surgery is a great way to continue to add value to companies who already hold CEPA certification in an enjoyable atmosphere. It also means companies who are interested in the certification can learn about its benefits and processes from other members, not just the staff team."

## FIVE REASONS FOR NON-CEPA CERTIFIED® COMPANIES TO ATTEND

- 1 See the benefits to your business
- 2 Understand and prepare for your audit, including surveillance audit (audits to BS EN16636 are a criteria for servicing membership of BPCA)
- 3 Decide if CEPA Certified® is right for your business
- 4 Get helpful advice and guidance
- 5 Lunch is on us! (pre-registration only)

“...each surgery will facilitate small breakout groups exploring professional practice.”

**ATTENDANCE IS FREE!**  
Pre-register now to guarantee your place!



## CEPA SURGERY BOLT-ON SCHEDULE

Thursday 25 May / Swansea  
 Tuesday 20 June / Leicestershire  
 Thursday 28 September / Manchester  
 Wednesday 18 October / South East  
 Thursday 2 November / South West

## OUTLINE AGENDA

8.15 Registration with refreshments and breakfast rolls  
 9.00 Welcome and introductions  
 9.05 Presentations  
 11.00 Refreshments and networking  
 11.10 Presentations  
 12.50 Association news  
 13.00 Thanks, close and departure

## CEPA SURGERY

### PRE-REGISTRATION REQUIRED

13.05 Lunch, welcome and introductions

- About CEPA Certified®
- Identify topics of discussion for 'any other business'
- Approach to next two hours (visit three out of five roundtables)

13.15 Roundtable session 1  
 13.45 Roundtable session 2  
 14.15 Roundtable session 3  
 14.45 Thanks, close and departure

# BPCA's governance structure

BPCA will this year begin to modify its existing governance structure in order to engage more expertise within the membership.

The planned restructure, which has been set as a strategic priority by BPCA's Executive Board will, it is hoped, see the emergence of new committees alongside Servicing, Manufacturers and Distributors and FaCE Forum. In the long run the plan is to shrink the existing Executive Board and create four sub-boards with specific remits for each around areas of activity. The management of the rejuvenated committee structure will be administered by a group specifically set up for the task – the Remuneration and Appointments Committee (RAC).

### CURRENT STRUCTURE: AROUND 50 MEMBERS ENGAGED



BPCA Chief Executive Simon Forrester said, "While we understand governance is not the most exciting of subjects, it's vital for the continued success of BPCA that we move to a structure that brings in more expertise from more of our members. There's a lot of untapped knowledge and experience out there, and we need to create a structure to help you influence the direction of your trade association (and, in turn, the industry), bringing together the best minds on a subject. The aim is to create smaller, faster-reacting groups that will eventually get upstream of major issues such as Brexit and the impact on specific laws, our role in insecticide stewardship, and the future of pest control technology."

"As an industry we are in a state of flux where we are moving away from being generalists to specialists, and pest controllers to pest managers. Our structure needs to reflect these drivers in order to keep pace with the needs of, and voices within, our membership."

BPCA President Paul Rodman said, "2017 is a significant year for BPCA. We look back over the last 75 years and celebrate the successes of reaching the milestone anniversary, but we also acknowledge the need to prepare for the next 75 years, which starts with addressing a long overdue issue – our governance structure."

"The need to evolve the committee structure is further evidenced by an increasing level of engagement at regional forums, longer waiting lists to join existing committees and ongoing feedback in recent membership surveys. Following discussions at the existing committees and PestEx, I am pleased to see there is already lots of interest from members in being part of this new direction."

The restructure will require changes to the Association's Articles to be passed through a vote at a future general meeting. Leading up to this, BPCA will initiate a selection of member-led special interest groups in areas such as bird management, future leaders, and pest control technicians. Following a positive outcome, the organisation will then set about division of its Executive Board.

### THREE REASONS TO CHANGE

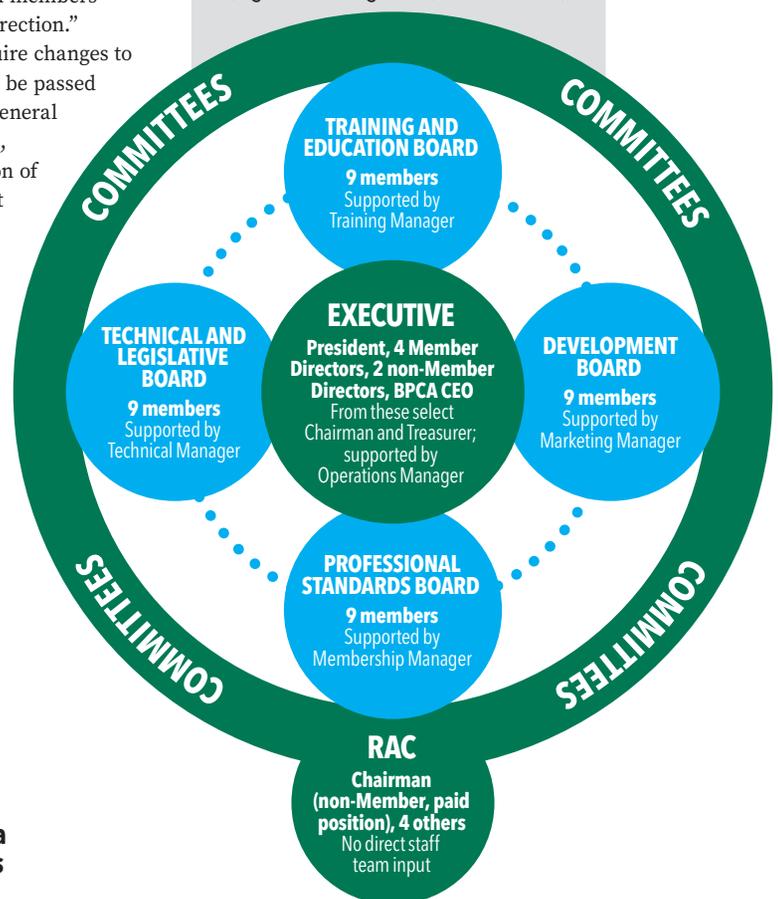
- 1 BPCA can react faster, and take the lead on issues
- 2 Improved engagement with the membership – the most representative the Association has ever been
- 3 Brings together experts and practitioners from every corner of the membership under one roof

### MORE INFO OR WANT TO COMMENT?

- ✉ [hello@bpca.org.uk](mailto:hello@bpca.org.uk)
- 🌐 [www.bpca.org.uk/membership](http://www.bpca.org.uk/membership)

### REVISED STRUCTURE: AROUND 100 MEMBERS ENGAGED

**COMMITTEES**  
FaCE Forum, Servicing, M&D, plus others (e.g. Bird Management, Scotland etc.)



**ENGAGE** Bring more expertise to each table from a broader base to ensure committees effectively represent all areas of membership

**SPECIALISE** Focus committees on topics of relevance, moving away from general repeated discussion, drilling deeper into issues where required

**COLLABORATE** Make better use of resources available through a more efficient way of working to deliver outputs

# IT'S TOUGH AT THE TOP

## A practical guide to working at height



*Colin Chatten from the Health and Safety Executive (HSE) takes us through the risks of working at height so you can keep yourself and your team safe.*

**SPEED VIEW**

- There were 5,956 injuries and 37 deaths from working at height in 2015/16
- The prevention of falls begins with a thorough risk assessment
- The right choice of equipment is essential

Without putting too fine a point on it, working at height can be a killer. Take last year (2015/16) for instance. In the UK, falls from height were the biggest cause of workplace fatalities and accounted for some of the most serious non-fatal injuries. In total 37 workers died and just under 6,000 suffered non-fatal injuries.

Work at height means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury. For example, you are working at height if you:

- Are working on a ladder or a flat roof
- Could fall through a fragile surface
- Could fall into an opening in a floor or a hole in the ground.

### THE MOST COMMON PLACES WHERE ACCIDENTS OCCUR WHEN WORKING AT HEIGHT

In addition to falls from ladders, roof work is also high risk. Falling from a roof is one of the most common causes of workplace death and serious injury. As well as in construction, these accidents can also occur on roofs of factories, warehouses and farm buildings when roof repair work, cleaning or pest control is being carried out. The following are likely to be fragile and work on or near them needs to be undertaken with care:

- Roof lights
- Liner panels on built-up sheeted roofs
- Non-reinforced fibre cement sheets
- Corroded metal sheets
- Glass (including wired glass)
- Rotted chipboard
- Slates and tiles.

### PREVENTING FALLS

Initially, organisations need to ensure there are suitable arrangements in place to manage health and safety and for this HSE suggests adopting a Plan, Do, Check, Act approach to achieve a balance between the system(s) and behavioural aspects of management. It also treats health and safety as an integral part of good management generally, rather than as a stand-alone system. HSE's free to download guidance on 'Managing for health and safety' [www.hse.gov.uk/pubns/priced/hsg65.pdf](http://www.hse.gov.uk/pubns/priced/hsg65.pdf) provides a framework to help businesses do that effectively, in a way that can be developed to suit their circumstances.

To prevent falls, employers and those in control of work at height must first assess the risks. Before work starts, they must follow these simple steps:

- Avoid work at height where it is reasonably practicable to do so
- Where work at height cannot be easily avoided, prevent falls using either an existing workplace that is safe or the right type of equipment
- Minimise the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated. Ideally, the aim should be to:
  - Do as much work as possible from the ground
  - Ensure workers can get safely to and from where they work at height
  - Ensure equipment is suitable, stable and strong enough for the job, maintained and checked regularly
  - Not overload or overreach when working at height



## Treating Asian hornets - at height!

Take a new, invasive species. Add a nest potentially 20 meters in the air, plus a tad of uncertainty, and you've got a recipe for a health and safety disaster. We ask pest control consultant, Clive Boase to give our readers a step-by-step guide for treating the newest kids on the block.

The Asian hornet is an invasive species that was first found in Europe in 2004. Since then it has spread rapidly, arriving in the UK, in Gloucestershire, in September 2016. Although the Gloucestershire nest was eventually found, treated and destroyed, this is unlikely to be the end of the story. Others are bound to follow.

Nicola Spence, Defra Deputy Director for Plant and Bee Health, described their potential impact: "It is important to remember they pose no greater risk to human health than a bee, though we recognise the damage they can cause to honey bee colonies."

### What can UK pest controllers do to prepare themselves for a potentially wider outbreak in 2017, and beyond?

- 1** Pest controllers should familiarise themselves with the Asian hornet – there are good descriptions and images available at [www.nonnativespecies.org](http://www.nonnativespecies.org) [www.nationalbeeunit.com](http://www.nationalbeeunit.com)
- 2** Be vigilant, especially in southern and eastern England – Large 'wasp' nests in trees, or seeing numbers of dark-coloured hornets, would be very suspicious.
- 3** Collect samples of the hornet if safe to do so, and positively identify them.
- 4** If it is an Asian hornet, then report it to the GB Non-Native Species Secretariat [alertnonnative@ceh.ac.uk](mailto:alertnonnative@ceh.ac.uk) Depending on the situation at the time, other government agencies may then become involved, such as the Animal and Plant Health Agency. The 2015 Infrastructure Act may be used to access land and carry out treatments.
- 5** Some nests are in buildings, but many are 5-20m high in tree canopies, so treatment needs to be carefully risk assessed.

Working at heights, unstable surfaces, hornet stings, and insecticide use are all potential issues. Pest controllers in France have tried drones to access nests, but with limited success. More typically, long-reach dusters are used, sometimes operating from hydraulic platforms. In the UK, bendiocarb dust will be the preferred option, as was used successfully in Gloucestershire.

In France, pest controller Etienne Roumailhac treats up to six nests a day: "Eighty percent of my calls are now in cities or towns or right nearby. It's going wild."

This is one invasive species that UK pest controllers can really help prevent becoming established.

### ONLINE CPD

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

- Take precautions when working on or near fragile surfaces
- Provide protection from falling objects
- Consider emergency evacuation and rescue procedures.

However, a lot of health and safety is about taking a sensible approach when considering precautions for work. There may very well be some low-risk, straightforward, situations where common sense tells you no particular precautions are necessary, and the law recognises this. Further information about how to control and minimise risks at work can be found at [www.hse.gov.uk/toolbox](http://www.hse.gov.uk/toolbox)

### HOW TO COMPLY WITH THE LAW

The law on working at height is primarily covered by the Work at Height Regulations 2005 although there is other health and safety legislation that will also come into play, e.g. The Health and Safety at Work etc. Act 1974. The purpose of the regulations is to prevent death and injury caused by a fall from height. The regulations apply to employers and those controlling work at height (for example facilities managers or building owners who may contract others to work at height).

Employers and those in control of any work at height activity must make sure work is properly planned, supervised and carried out by competent people. This includes using the right type of equipment and carrying out a risk assessment.

A sensible and pragmatic approach when considering precautions for work at height can pay dividends. Factors to weigh up include the nature of the task, the height of the task; the duration and frequency; and the condition of the surface being worked on.

### OTHER FACTORS TO CONSIDER

The following are all requirements that also need to be considered when planning and undertaking work at height. You must:

- Take account of weather conditions that could compromise worker safety
- Check that the place where work at height is to be undertaken is safe. Each place where people will work at height needs to be checked every time, before use
- Stop materials or objects from falling or, if it is not reasonably practicable to prevent objects falling, take suitable and

sufficient measures to make sure no one can be injured, e.g. use exclusion zones to keep people away or mesh on scaffold to stop tools and materials falling off

- Store materials and objects safely so they won't cause injury if they are disturbed or collapse
- Plan for emergencies and rescue, e.g. agree on procedures for evacuation and make sure employees know them.

### WORK AT HEIGHT AND COMPETENCY

The question of competence isn't as daunting as it sounds. Basically, you should make sure that people with sufficient skills, knowledge and experience are employed to perform the task, or, if they are being trained, that they work under the supervision of somebody competent to do it. More on competence can be found at [www.hse.gov.uk/competence](http://www.hse.gov.uk/competence)

In the case of low-risk, short duration tasks, competence requirements may be no more than making sure employees receive instruction on how to use the equipment safely (e.g. how to tie a ladder properly) and appropriate training. Training often takes place on the job as well as the classroom.

When a more technical level of competence is required, for example drawing up a plan for assembling a complex scaffold, existing training and certification schemes drawn up by trade associations and industry is one way to help demonstrate competence.

### MINIMISING THE DISTANCE AND CONSEQUENCE OF FALLS

The first step should always be to consider measures that protect everyone who is at risk (collective protection) before measures that protect only the individual (personal protection).

Collective protection is equipment that does not require the person working at height to act to be effective, for example a permanent or temporary guard rail. Personal protection is equipment that requires the individual to act to be effective. An example is putting on a safety harness correctly and connecting it, via an energy-absorbing lanyard, to a suitable anchor point.

CONTINUED >

## IT'S TOUGH AT THE TOP A practical guide to working at height

### THE RIGHT EQUIPMENT FOR WORK AT HEIGHT

When selecting equipment for work at height, employers must:

- Provide the most suitable equipment appropriate for the work
- Take account of factors such as: the working conditions (e.g. weather)
- The nature, frequency and duration of the work
- The risks to the safety of everyone where the work equipment will be used.

Work equipment, for example scaffolding, needs to be assembled or installed according to the manufacturer's instructions and in keeping with industry guidelines.

Where the safety of the work equipment depends on how it has been installed or assembled, an employer should ensure it is not used until it has been inspected in that position by a competent person.

Any equipment exposed to conditions that may cause it to deteriorate, and result

in a dangerous situation, should be inspected at suitable intervals appropriate to the environment and use. Carry out an inspection every time something happens that may affect the safety or stability of the equipment, e.g. adverse weather and accidental damage. There is also a requirement to carry out thorough examinations of certain types of lifting equipment. The Lifting Operations and Lifting Equipment Regulations and associated guidance provide more information [www.hse.gov.uk/work-equipment-machinery/loler.htm](http://www.hse.gov.uk/work-equipment-machinery/loler.htm)

### AND FINALLY

Although there are clearly defined roles, responsibilities and requirements under the law, health and safety should be an integral part of everyone's role. It would be wise for companies to have a much broader ownership of the issues and a focus on the

attitudes and behaviours of people in the organisation. This means engaging everyone involved because they all have a role in managing risk and preventing injury to themselves and others and the business.

### MORE INFORMATION

[www.hse.gov.uk/work-at-height](http://www.hse.gov.uk/work-at-height)



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# putting the **tech** into **tech**nician

SPEED  
VIEW

- Smart devices allow experts to spend less time blindly checking bait boxes
- Contract cost is mostly based on the time spent on-site, which encourages haste over skill
- Technology should lead to quicker detection, faster riddance, reduced call-outs and less chemical use



*With all the new technology available to pest control technicians, we asked Savvas Othon to talk tech with us – where we have come from and where we are likely to go.*

There can be no doubt that technology has finally reached the world's (second?) oldest profession, with the number of smart devices in the marketplace growing each month – just look at the range of new products on offer at PestEx. From smart snap traps to talking bait boxes, the investigation of technology and the possibilities it brings to our industry seems to be in full swing. This should be an exciting time for us all, however, there are mutterings that it is only a matter of time before the technicians' role becomes redundant.

I do not subscribe to this view. I believe that the inclusion of technology in service models does not kill off the technician role – far from it. In the new connected world the inclusion of smart devices heralds a golden age for pest controllers and servicing companies, which allows trained experts to conduct their business of pest management unimpeded by having to spend time walking around sites blindly checking bait boxes because of prescriptive specifications which, in most instances, take no account of pest history, building integrity or time of year.

I started in our industry in 1995 as a technician for Rentokil. These were simpler times for a technician, with work routes self-administered from a box of customer cards which gave the address and contract specification details of each customer along with the visit frequency which was also denoted by the colour of the card. White equalled eight, Blue equalled four – and a curious colour termed as 'buff', signalling six visits per year.

Back in the 1990s, even mobile telephones were not common in the industry and technician call-outs

were controlled by how often the technician called into a service administrator, who passed over the customer calls for a response.

At this time technology was just starting to creep in and, at Rentokil, this was in the form of a handheld device called a Psion Organiser which was used by technicians to record information including visit and infestation activity. Then came the pagers which increased response rates and started the trend of 'being on call'.

The time before technology may have been anecdotally better for technicians who could operate without the distractions of call-outs and multiple customer specifications, but was it better for pest control companies and, more importantly, our customers and their needs?

Throughout the world, the pest control industry operated to roughly the same service model of infestation monitoring through toxic baits and traps. These are then periodically inspected by a service technician at a chosen frequency usually determined at point of sale. If, during a scheduled service visit, an infestation is discovered then the technician can deploy a control programme in line with the severity of the infestation and the customer Service Level Agreement (SLA). If, between scheduled service visits, the customer spots an infestation, they can log a call with their pest control provider for a visit and the technician would attend to the SLA.

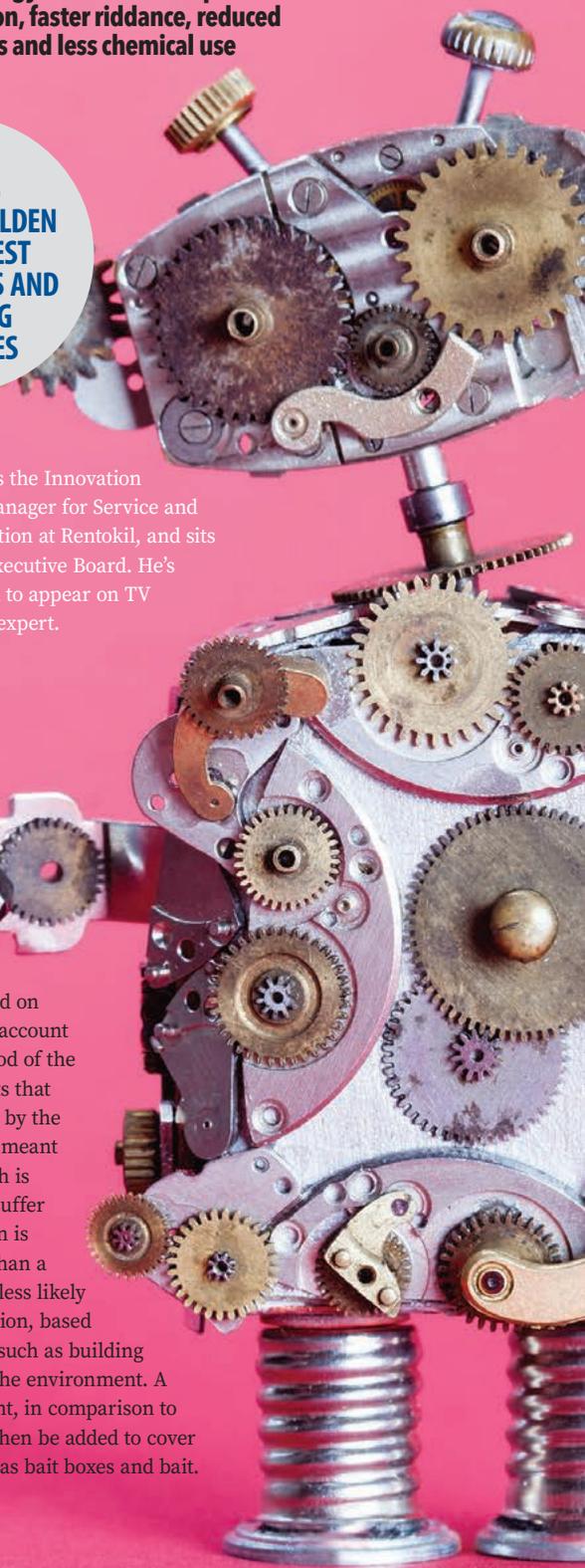
The cost of the contract is mostly based on the amount of time a technician needs to spend per visit on-site, multiplied by service schedule frequency.

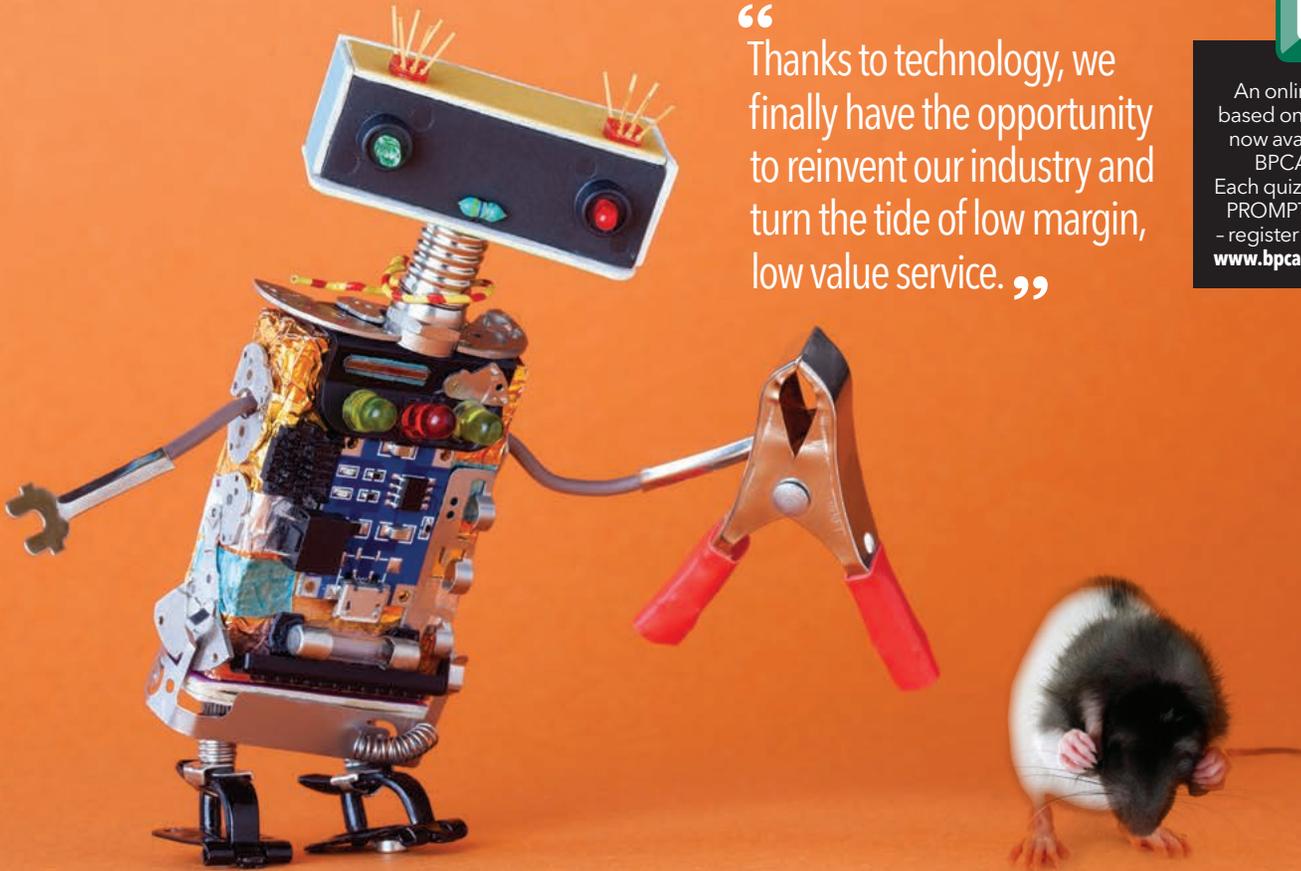
**SMART  
DEVICES  
HERALD A GOLDEN  
AGE FOR PEST  
CONTROLLERS AND  
SERVICING  
COMPANIES**

Savvas Othon is the Innovation Deployment Manager for Service and Science Innovation at Rentokil, and sits on the BPCA Executive Board. He's regularly asked to appear on TV as an industry expert.

Then an amount is added on to this price to account for the likelihood of the call out requests that would be made by the customer. This meant that a site which is more likely to suffer from infestation is priced higher than a site which was less likely to have infestation, based on risk factors such as building condition and the environment. A nominal amount, in comparison to labour, would then be added to cover materials such as bait boxes and bait.

CONTINUED &gt;





“ Thanks to technology, we finally have the opportunity to reinvent our industry and turn the tide of low margin, low value service. ”

ONLINE  
CPD

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

This sales model meant that the majority of the cost and subsequent profit has historically been based on sending a technician to site and managing infestations fast and effectively. In this world, if a technician could get around the site faster than the allocated time then the pest control servicing company made more profit - as long as infestation did not occur. This model promoted technicians racing around sites, opening and shutting bait boxes quickly to get a signature as evidence of attendance before shooting off to the next site to repeat this cycle.

This is a crazy situation as many of the traditional skills of pest detection have been lost. No longer do technicians spend time looking for spent ootheca, smear marks or urine pillars. Technicians have instead become attuned to follow site plans, simply moving from one bait point to the next. How many undiscovered, off-the-plan voids have harboured pests missed by technicians whose eyes are glued to a site map?

Technology companies from outside our industry have also started to look at remote monitoring with the primary focus on developing a bait station or trap that can alert the PCO and customer when a

rodent has entered. Some of these devices are also designed to kill rodents with snap traps or electrical currents. The advent of crowdsourcing websites such as Kickstarter, stable communication methods and the low cost of technology has given even the smallest PCO a way into 'owning' (and even selling) their own remote alert system.

Given today's ease of access to information and the birth of the Internet of Things (IoT), it isn't a huge leap of faith for people to assume that the technician's routine work could be completed by making the bait boxes and insect monitors self-report through to a central control system that alerts when activity is detected. At this point, a technician could then be deployed to commence a control programme.

Here lies the problem - this view is incorrect but could be believable to many should a technology company or pest control company start to actively change the service model, swapping high-cost technician visits for low-cost technology, thus driving down the price of an annual contract and devaluing the role of a technician in the process.

Technology should be embraced within the pest control service model. There is no doubt that the right devices bolted into

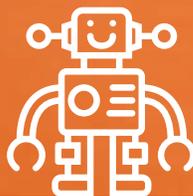
a technician-led service model will give significant upside to detecting infestations before they become established, including faster riddance times, reduced call-outs and less use of toxic chemicals.

Assuming that a site can be fully monitored to a confidence level of, say, at least 90%, then the industry and its customers could expect to see a new service model. This would rely on devices for triggers and a technical expert, in the form of a technician, to interpret the data and deploy a control programme bespoke to the environment, time of year and the target pest species.

The race is now on to develop a set of sensors which will signal an end to 'eight visits a year' and hail the re-emergence of the pest control technician as the expert and the centre of a pest management service, rather than the bait box.

Rather than the sales model of charging for 'time on site', a reclassification of terminology would be needed which informs customers that technicians are still needed on-site but time is redeployed to other tasks rather than checking bait stations. A new definition could be 'effective time on site' where the technician's time is spent on key tasks including:

# Why we won't be replacing technicians with technology any time soon



## PREVENTION IS BETTER THAN CURE

Technicians do not visit sites just to check bait boxes. A large part of pest prevention is to think ahead of pests and identify potential causes and entry points of infestation before they occur. The recommendations from a trained technician make a difference. If implemented by customers their site can remain pest free.

## PEST BEHAVIOUR

It is proven that pests will not always go into bait boxes and insect monitors. In many documented circumstances, rodents will avoid bait boxes completely meaning reliance just on a bait box for detection of pest presence will not always give you the alert when infestation occurs. To put it simply, a mouse could live on top of a bait box, and the remote system would erroneously indicate that the premises are pest free.



**THE RACE IS NOW ON TO DEVELOP A SET OF SENSORS WHICH WILL SIGNAL AN END TO 'EIGHT VISITS A YEAR' AND HAIL THE RE-EMERGENCE OF THE PEST CONTROL TECHNICIAN...**

**...AS THE EXPERT AND THE CENTRE OF A PEST MANAGEMENT SERVICE, RATHER THAN THE BAIT BOX.**

- Attending to trigger alerts
- Checking building integrity against pest ingress
- Client relationship and account management.

A technician in this 'Brave New World' would have a profile more suited to today's customer account managers with a skill-set for formulating effective and efficient infestation control strategies. This means, to get to a sustainable operational model, technicians would undergo a significant skill-set upgrade not just driven by legislative pressures as we find today.

The upgraded training could include topics such as:

- Infestation planning and management
- Report writing
- Effective communication and listening skills
- Emotional intelligence
- Account management
- Technology and data communication
- Data analysis.

The technician's arsenal must also be upgraded to enable a rapid first-time fix to reduce the propensity for repeat visits. It is envisaged that the cost of this equipment may be relatively low and would centre around inspection tools to enable the technician

to find the root cause of the infestation.

Customer retention and the ability to operate via a different model will be tested by the amount of 'added value' that pest control companies can achieve for customers. It is thought that a new service model which is completely different from the current model will have to have a strong added value to both parties. Some facets of value-added service may be:

- The offer of free, or low cost, online training around pest awareness; safety, health and environment; and food safety
- Faster response times to call-outs – we will not have to wait for a customer to see a pest before attending
- Increased customer satisfaction from the perception that we are managing the site free from pest risk
- Increased site intelligence based on real-time data. The richness of data in itself opens new possibilities not least of which could be dynamic service specifications
- Faster control of infestations due to remote alerts – meaning an infestation should not become established and, in turn, it should be easier to control.

Over my past 22 years in our sector, I have seen pest control be continually subject to

forced evolution by legislative changes and enforced specifications. Thanks to technology, we finally have the opportunity to reinvent our industry and turn the tide of low margin, low value service. Innovative technology has the potential to deliver new insights to technicians at an affordable cost, allowing us to offer our customers a better service and lower their risk.

However, what we must avoid is the use of this same technology simply as a substitute for our technicians. Some technology companies are starting to promote their products as a way of lowering the cost of pest control and even cutting out the role of technicians altogether. This is a false economy and will ultimately be a disservice to our customers and our profession. We must rise to the challenge and emphatically demonstrate the value of what we do.

Will technology replace technicians or free them up to control pests? It is up to us to show the value we bring to this new world.

### DO YOU AGREE WITH THIS VISION?

Put your views across. Email us!

 [hello@bpca.org.uk](mailto:hello@bpca.org.uk)

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

# LASIUS NEGLECTUS THE INVASIVE GARDEN ANT

*We thought it was time to have a proper look at one of the newest pests on the block: Lasius neglectus. What is the impact on the environment, how do you spot them and can we treat them? Phillip Buckham-Bonnett from the University of York shares some of his research with PPC.*

**LASIUS NEGLECTUS IS A HIGHLY SUCCESSFUL FORAGER, COLLECTING HONEYDEW FROM A RANGE OF INSECTS AND EXPLOITING OTHER RESOURCES SUCH AS PLANT NECTAR**

## BACKGROUND AND ECOLOGY

The invasive garden ant (*Lasius neglectus*) is a widespread invasive pest in Europe, most likely originating from Asia-minor. It is known to be established at seven locations in the UK as far apart as Yorkshire and East Sussex and is probably under-recorded. Unlike the native garden ant where a colony consists of a single nest with a single queen, *Lasius neglectus* colonies can have multiple queens per nest and many nests per colony. This allows colonies to spread over huge areas (12 hectares for the largest known UK colony) and be made up of thousands of cooperating nests and hundreds of thousands of queens.

*Lasius neglectus* is a highly successful forager, collecting or 'farming' honeydew from a range of insects and exploiting other resources such as plant nectar. It will readily form mutualisms with native and other non-native honeydew producing insects but is highly aggressive

towards native ants. *Lasius neglectus* will often form very dense columns when foraging on trees, a behaviour that marks it out from native ant species.

## IMPACTS

*Lasius neglectus* has severe local effects on the diversity of invertebrate communities. Native ants are excluded from the core regions of colonies and ground-foraging groups including beetles and woodlice are also negatively affected. Conversely, the abundance of plant sap-feeding insects such as aphids tends to increase dramatically as these taxa are farmed by the ants for honeydew and in return receive protection from ladybirds and other predators. There is some evidence that the presence of *Lasius neglectus* can result in an abundance of aphids, which in turn damages plants. Large aphid colonies are certainly extremely frustrating for gardeners.

*Lasius neglectus* readily invades buildings in large numbers, and while the workers don't sting or spray formic acid, and are too small to bite humans, the sheer abundance of ants can cause significant distress to the building's occupants. The ants are very happy living under paving slabs and in cavity walls but will also nest in plug sockets and electrical goods. The build up of ants in these places can lead to short circuits damaging the electrical equipment. Over time this can result in thousands of pounds worth of damage.

## SPREAD

'Flying ant day' is probably familiar to most pest controllers. This is the period in late summer when queens of many native ant species disperse through flight to found new colonies, alarming people across the country. However, unlike many native ant species, the queens of *Lasius neglectus* rarely fly. The morphology of

SPEED  
VIEW

Foraging on a silver birch



Queen and worker tending the brood



Aphids are farmed by the ants for honeydew

queens suggests that they are capable of flight, but this is rarely observed (I'm only aware of two instances). Instead, new colonies are usually founded through a process called budding. When a colony buds, a queen (or queens) and some workers from an existing nest depart on foot to found a new nest. Fortunately, from a human perspective, this means that the spread of the species via natural means is very slow (only a few metres per year).

However, *Lasius neglectus* often turns up at a novel location far from existing colonies, and this is due to accidental human-mediated dispersal. The ants will readily nest in the soil around potted plants, and the movement of these from an infected site can easily transport workers and importantly queens to a new site. The movement of large quantities of soil, building material and potentially even garden waste could also contribute to dispersal.

As a result of these dispersal patterns, *Lasius neglectus* is usually found in disturbed, urban areas or places with a

high level of plant exchange such as botanic gardens, rather than natural sites. Most of the UK records are from urban/ semi-urban areas, and pest controllers have played a vital role in detecting many of these colonies.

### PEST CONTROL RESPONSE

The sheer size of *Lasius neglectus* colonies and the number of queens they contain makes controlling them a significant challenge. Eliminating a few queens or even a few nests will not solve the problem. No eradication attempts of well-established colonies have ever been successful, but it is possible to reduce ant populations in and around buildings. The treatment of affected areas with a 0.03% imidacloprid ant gel can result in up to a 90% reduction in ant numbers (see Boase, 2014). Granular products may be less effective due to a low palatability resulting from the species' preference for liquid food sources.

CONTINUED &gt;

- A new invasive pest, *Lasius neglectus* is active in seven sites right across England, but spread is slow
- Colonies are massive, with multiple queens, forming dense columns when travelling
- If allowed to thrive, *Lasius neglectus* can short-circuit electrical machinery
- Invasive garden ants farm nectar and honeydew, and are aggressive to other ants and ground-foraging insects
- *Lasius neglectus* is usually found in disturbed, urban areas or places with a high level of plant exchange such as botanic gardens, rather than natural sites

## Other invasive ants in the UK

While currently not as abundant as *Lasius neglectus*, other non-native ant species are found in the UK some of which have the potential to have even more serious impacts.

The Argentine ant (*Linepthea humili*) is native to South America and is invasive on several continents. Colonies have been reported from the London area. These ants also look very similar to the native garden ant but are slightly smaller and rather than having a round acidopore at the tip of their abdomen, the opening is a slit and is not encircled by hairs.

Ants from the *Tapinoma nigerimum* group are native to Mediterranean Europe but are invasive at several countries in northern Europe. One species in the group (*Tapinoma ibericum*) is invasive in the UK and currently known from the Isle of Wight. These small dark ants can be identified from their deep clypeal notch and have two worker casts (large and small individuals).

Many other non-native ants species can be found in the UK, but these tend to be species that can only survive in buildings or very warm environments such as glasshouses. Examples include: pharaoh ants (*Monomorium pharaonis*); cork ants (*Crematogaster scutellaris*); white-footed ants (*Technomyrmex albipes*); and ghost ants (*Tapinoma melanocephalum*).



# LASIUS NEGLECTUS THE INVASIVE GARDEN ANT



L neglectus with a supply of nectar



Attending a scale bug



Lasius niger (left) compared to L neglectus

## IDENTIFICATION SHEET

<https://goo.gl/jpqYwS>

The Non-Native Species Secretariat is producing an 'advice for homeowners' leaflet [www.nonnativespecies.org](http://www.nonnativespecies.org), and this can be used provide information for people living or working in affected areas. It is also vital to inform the relevant authorities if a suspected case of Lasius neglectus is detected. The feasibility of a national eradication programme is currently being considered, and the abundance of Lasius neglectus in the UK will directly affect this. Knowing where colonies are is also important for implementing strategies to reduce their spread.

## IDENTIFICATION

The invasive garden ant is superficially similar to the native garden ant (Lasius niger) and, unfortunately, this means it is easily overlooked (hence the name 'neglectus'). However, workers of the invasive species are slightly smaller and slightly paler brown. When encountering any ants that match this description or are unusually abundant or persistent in a location at least five specimens should be collected, and their identity checked. An identification sheet is available on the Bees, Wasps and Ants Recording Society (BWARS) website or contact the author who is very happy to check specimens.

## WHAT TO DO IF YOU THINK YOU HAVE FOUND LASIUS NEGLECTUS

Please report any suspected cases of Lasius neglectus (or other non-native ants) by emailing...

[pbb502@york.ac.uk](mailto:pbb502@york.ac.uk)



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# What are you doing for...



# PEST AWARENESS WEEK ?

*This year Pest Awareness Week takes place between Monday 5 and Sunday 11 June and is an opportunity for pest control professionals to showcase the importance of pest management by working together with community partners.*

In previous years members have volunteered with not-for-profit organisations such as the Trussell Trust to safeguard food bank stores, by offering free pest control services and fundamental on-site pest control training for staff.

### WHY SHOULD I TAKE PART IN PEST AWARENESS WEEK?

Pest Awareness Week is an opportunity for companies to educate end users and associated groups outside of the industry that sometimes underestimate the vital role pest management plays in public health.

Ben Massey, BPCA Marketing and Communications Manager said, "We have found many local community trusts to be receptive to voluntary advice and training from our members. However, campaigns like Pest Awareness Week are so much more powerful when individuals have a vested interest in

the organisation they are working with."

"Therefore, our advice on this campaign is to work with organisations or community groups that you believe in, and are emotionally driven by. It might be an environmentally focused group or an organisation which supports social welfare development. It might be a nearby homeless shelter or even just the local scout hut!"

Pest Awareness Week allows members to give something back to society, and demonstrate the skillset and interesting career of a pest control professional - and remember, make use of the PR opportunities in local press!

### AND FOR THE FIRST TIME...

Pest Awareness Week will for the first time incorporate Global Pest Awareness Day (Tuesday 6 June) where pest control professionals all over the world will come together to showcase the importance of pest management. The goal of the day is to create public awareness of how professional pest managers provide protection for their food, their home, their family, and the environment in which they live against public health risks.

Confirmed at the recent Global Summit for Pest Management Services, hosted by NPMA in New York on 3 and 4 April, 15 National and International

**BPCA**  
British Pest Control Association

**5-11 JUNE**  
PEST AWARENESS WEEK

**6 JUNE**  
WORLD PEST AWARENESS DAY



At the Global Summit for Pest Management Services, 15 associations agreed to support Pest Awareness Week

Pest Control Associations agreed to support the activity. The day was launched by the Chinese Pest Control Association earlier this year and is also supported by the World Health Organisation (WHO), and the three global pest management confederations (NPMA, CEPA and FAOPMA).

### VOLUNTEER YOUR TEAM'S TIME TO SOMETHING WORTHWHILE!

Once you have your volunteering or pest awareness activity in place, email [hello@bpca.org.uk](mailto:hello@bpca.org.uk) with the subject 'Pest Awareness Week 2017' to register in the campaign.

After you have carried out your 'pest awareness' activity, we invite members to send in photographs and comments (from organisations) for us to build up a national map of where awareness has been raised.

**RAISE THE PROFILE OF UK PEST CONTROL!**

### GET INVOLVED!

- @britpestcontrol #PESTAWARE2017
- [www.facebook.com/Britishpestcontrol](http://www.facebook.com/Britishpestcontrol)
- [hello@bpca.org.uk](mailto:hello@bpca.org.uk)

# It's here...



# CONTRACT SHARING NETWORK

## TRUSTED AND APPROVED

The network was launched at PestEx 2017 with a seminar presentation 'Contract Sharing Network (CSN) launch - is this the game changer?', from Ben Massey, BPCA Marketing and Communications Manager with David Lodge, Partner, Beaver Pest Control, and Inaugural Chair of the CSN Management Committee.

For PPC readers who were unable to attend the exhibition we pulled together key questions from the audience on the day...

“  
 The CSN is a fantastic opportunity for smaller companies like mine. It means that the phone won't just be ringing from my clients, but also other BPCA members who need a pest controller in my area because they haven't got someone local.”

ADRIAN GOUGH, AG PEST MANAGEMENT  
SERVICING COMMITTEE MEMBER  
MEMBER OF THE INITIAL CSN WORKING GROUP



### What is the Contract Sharing Network all about?

**BEN MASSEY** The Contract Sharing Network (CSN) is a free member benefit that brings together a community of our membership companies that follow a strict Code of Conduct for fulfilling contractual pest management activities.

**DAVID LODGE** The Contract Sharing Network is something we have needed in the industry for some time. The whole network is focused on delivering a quality service to the end client through professional collaboration. We at Beaver Pest Control have been stung in the past by subcontracting work out when there hasn't been a code of conduct in place, and personally I've also wasted a lot of time on the internet trying to source companies in different parts of the UK. The CSN Management Committee does have an important role to play in assuring quality, but our initial focus is making it easier for members to find each other and set minimum expectations when working together.



### Why should BPCA members join the network?

**DL** Essentially, the CSN is for member companies who want to attract more work, particularly through subcontracting to or from other BPCA members. Being on the CSN will mean your company:

- Appears on an enhanced member-to-member search through specific filters such as location, pests covered, services offered and certifications
- Appears as an advanced filter on BPCA's public 'find a pest controller' referral tool, meaning end-users can find members who can offer an extended coverage through the network
- Is able to post adverts and/or respond to adverts set out by primary contracted members (due Autumn 2017).

...FOCUSED  
 ON DELIVERING A  
 QUALITY SERVICE TO  
 THE END CLIENT  
 THROUGH  
 PROFESSIONAL  
 COLLABORATION

## 'PLAYING BALL' CSN Code of Conduct v1.2

BPCA members can **ONLY** subcontract to other members as per BPCA's Code of Conduct

In addition to standard BPCA membership criteria (i.e. operating by BPCA Codes of Best Practice and to BS EN16636):

- 1** All subcontracting work will be administered through a Service Level Agreement (SLA) (or enhanced alternative)
- 2** Contract costs must be agreed with the primary contractor before the start of the contract and should be reviewed every year
- 3** Both parties must agree on the accepted products and methods of control at the point of quotation, and the subcontractor must provide relevant H&S documentation for products specified by the primary contractor
- 4** Call out response times must be agreed with both parties prior to quotation
- 5** Additional visits, follow up frequencies must be specified and be agreed prior to quotation
- 6** Invoicing and payment schedules must be agreed at the point of quotation
- 7** All communication between the main contractor and sub-contractor will take place between a nominated single contact (e.g. Account Manager)
- 8** All subcontracting companies agree not to poach shared contracts from the primary contractor
- 9** Additional sales to satellite sites must be agreed with the primary contractor
- 10** Confidentiality must be maintained by both parties
- 11** Price increases from the subcontractor must be agreed with the primary contractor before being implemented
- 12** Subcontracting organisations are required to carry out tasks directly, and not further subcontract duties
- 13** All works carried out by the subcontractor must be recorded on a template set out from the primary contractor, and signed off by the client
- 14** Each primary contractor and subcontractor must complete a quality assurance (feedback) form within the initial 6 months, and annually thereafter, for each contract they are involved in (via the CSN members only webpage)
- 15** All members of the CSN agree to a facilitate a quality assurance visit from either the primary and/ or external representative at short notice (i.e. mystery shopper)
- 16** Subcontractors will ensure all feedback (positive or negative) is passed back to a relevant contact at the primary contractor as soon as possible.

### How does the CSN assure quality?

**BM** To join the network members have to agree to follow a strict Code of Conduct (above) which includes things like agreeing not to poach the contract, or further subcontracting works out.

**DL** Also, the network is managed by the CSN Management Committee which feeds into the BPCA Servicing Committee (as a sub-committee). We meet four times a year and are responsible for the ongoing development of the network and assuring all of its constituents follow the Code of Conduct that Ben refers to.

### What happens if a company does not follow the Code of Conduct?

**DL** Failure to follow the Code of Conduct by either the primary or subcontracting company must be reported to the CSN Management Committee. To ensure confidence in the network we have to remove any companies not 'playing ball' – something the management committee has the power to do. It is important to state at this point that removal from the network doesn't affect your BPCA membership.

### How do members join the CSN?

**BM** Members can join the network by visiting their members area on the new BPCA website and look for the 'Contract Sharing Network' tab. Members can also signal their interest in joining the network by emailing [csn@bpca.org.uk](mailto:csn@bpca.org.uk)

**DL** We hope to hold a networking event next year ahead of PPC Live for all members of the network so people can make connections with other companies operating in different parts of the UK, or who offer different services to what's in-house.

CSN  
MEMBERS APPEAR  
THROUGH AN  
ADVANCED FILTER ON  
THE PUBLIC 'FIND A  
PEST CONTROLLER' AND  
NEW MEMBER-TO-  
MEMBER REFERRAL  
SEARCH TOOL.

“The attraction for me, representing a slightly larger company, is to be able to take on more contracts directly and find other companies to subcontract to with greater confidence and ease.”

MARTIN ROSE-KING, BOUNTY PEST CONTROL

**MEMBERS!  
REGISTER YOUR INTEREST...**

 [csn@bpca.org.uk](mailto:csn@bpca.org.uk)

# PESTWATCH

*BPCA's technical team has put together some tips for the pest problems you're most likely to encounter in the coming months.*



**HOUSEFLY**

**COMMON HOUSEFLY AND LESSER HOUSEFLY (MUSCA DOMESTICA AND FANNIA CANICULARIS)**

Houseflies are widespread throughout the world and are found wherever suitable breeding conditions exist, usually rotting, fermenting or at least

moist organic matter, usually of high protein content. They are disease transmitting, they spoil food and are a considerable nuisance for businesses and domestic situations. A local enforcement officer can serve notices under the Clean Neighbourhoods and Environment Act 2005 where flies cause problems for neighbouring properties, usually caused by waste sites and/or livestock housing. The lesser housefly differs slightly on its size, colouration and egg shapes, however, their preferred habitats and the potential for disease spreading is almost the same.

**CONTROL** Physical and chemical methods are available. Generally, the physical should be applied first by preventing or inhibiting breeding in organic matter. These breeding sites should be removed or covered to prevent access by adults seeking an egg laying site. Fly screens on windows and doors will prevent access into buildings, and electronic fly killers (EFKs) will protect sensitive areas from the occasional fly entering its vicinity.



**CARPET BEETLES**

**VARIED (VARIEGATED) CARPET BEETLE (ANTHRENUS VERBASCI)**

Found commonly in Britain, the adult beetles fly freely feeding on pollen and nectar on flower heads during summer months. The larvae need a high animal-protein diet and occur naturally

in dry birds' nests. They are common in domestic situations infesting carpets, clothes, animal furs and skins. This species can be a serious pest of museum specimens. Egg laying usually occurs in the Autumn and cold conditions, the larvae will hibernate and resume feeding in the Spring.

**CONTROL** If materials are heavily infested they should be removed and destroyed. Infested areas should be cleaned thoroughly using a nozzle vacuum cleaner concentrating on removing debris and larvae from cracks and crevices. Residual insecticides can be used (as per the label instructions) concentrating on the cracks and crevices. Dusts, including desiccant dusts, can be effective but must be vacuumed away in subsequent cleaning.



**HOUSE MOTHS**

**WHITE-SHOULDERED HOUSE MOTH (ENDROSIS SARCITRELLA)**

A very common moth in domestic premises but seldom the cause of serious damage to fabrics and textiles. Mainly it is a scavenger for food residue, causing contamination by

larval silk and droppings. This moth could be a sign of poor hygiene. Development requires temperatures of 10°C and above, so they appear more often in the Spring and Summer. Found in birds' nests, grain stores, feed mills, food residues, dust and old rodent baits. The damage, as with most moth species, is only caused by the larval stage.

**CONTROL** Spilt foodstuffs and other waste material should be cleaned up. Where birds' nests are present, they should be removed and burnt. Where necessary, residual sprays may be applied to the structure, but proper surveys must be done first for the possible presence of bats which are protected under the Wildlife and Countryside Act 1981. In domestic premises, the frequent use of a vacuum cleaner around carpet edges should reduce the risk of infestation.



**WASPS**

**WASPS (VESPULA)**

The queen wasp emerges from her over-Wintering around mid-April in search for a suitable nesting area for her colony. She builds her nest from chewed bark and dried timber mix constructing the initial cells to lay her

first 10-20 eggs. She will tend to these larvae by feeding them with insects and other invertebrates until they pupate and emerge as the working adults. The workers are always female and will take over the running and building of the nest and care of the queen while she lays more eggs. By late Summer, nest sizes will contain 3,000-5,000 individuals. During the latter part of Summer, males and young queens will emerge to mate, fertilising the new queen ready for over-Wintering to start the process once more. Old nests are not reused, but in favourable positions, nests are sometimes constructed alongside the old one.

**CONTROL** You should consider if a wasp nest is in need of destruction at all. They are beneficial insects which feed on many small fly species and also pollinate our flowers. If destruction is necessary due to health and safety concerns, then direct nest treatment is required. Depending on the location of the nest, dusts or liquid insecticides should be directly 'injected' into the nest to ensure full destruction. A risk assessment should always be done taking into consideration the pesticides being used, the risk to the occupiers of the premises and potential working at height issues.

**WHY NOT TAG US WITH YOUR TIPS ON FACEBOOK AND TWITTER?**

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 @britpestcontrol

# Ouch: Britain's best pest bites and stings

Every job comes with its own set of risks, and getting the occasional nip is part of working in pest control.

After an informal poll at PestEx, we put together the 'definitive' list of Britain's five worst ouchies, based purely on which pest technician made the most fuss at the time. In reverse order...



**Mosquito**  
(culicidae)

Although tiny, a mosquito has a most impressive set of tools for hurting things. That long straw-like snout is actually a fully flexible toolkit of pain. The bit you can see is the labium (or protective casing). Inside, there are six mouthparts that can bend at nearly right angles. Once you've been bitten, the labium buckles allowing a pair of mandibles and a pair of maxille to pierce the skin. The maxille are like tiny toothed blades that grip the flesh so the mosquito can drive their other mouthparts deeper. The last of the torturer's tools are the hypopharynx and the labrum; the hypopharynx sends saliva down, and the labrum pumps blood up. It's the clever anticoagulant saliva that causes the horrible itching.

You'd think with such a professional set of tools mosquitoes would at least be efficient - but no. Often they take several attempts to find your blood vessels, and in controlled tests, 50% of mosquitoes failed to get a single drop of blood. That doesn't mean they suck at sucking - in fact, if they do get a vessel, they suck so hard that red blood cells actually collapse from the pressure. And just in case you were wondering - only female mosquitoes bite.



**Horsefly**  
(tabanidae)

Literally designed to eat a horse, the horsefly bite is both impressive and painful. Unlike the false widow, the Horsefly is a sanguivorous insect and therefore wants to bite you. They can persistently chase you at a flying speed of around 15 mph, and it'll bite right through your clothes. Oh - and once again, only the females bite.

Our very own Technical Manager, Dee Ward-Thompson has been bitten by a horsefly. She affectionately described the bite as "a sharp sting followed by tingly feeling (not the nice kind) then extreme pain. The horse fly has mandibles that can rip and tear flesh apart". Interestingly, in a similar list created by Horseflies, Dee was listed as their #4 worst bite or sting.



**Hornets**  
(vespa)

Described affectionately as "similar to getting your hand mashed in a revolving door" the hornet sting tops our list of British pest stings and bites. Just like wasps, a hornet can sting you again and again without having to worry about their stingers being pulled out of their body and decapitating themselves to death. The big difference between a wasp sting and a hornet sting is the hornet's venom contains a huge amount of acetylcholine (a powerful neurotransmitter).

Toxicity varies from species to species, however a single sting from a European hornet is unlikely to be fatal unless you're particularly allergic. Asian giant hornets (Vespa mandarinia) are thought to cause up to 50 human deaths a year in Japan. Just like every other pest on this list - only the females sting, thereby proving that the term "the gentler sex" doesn't apply to the world of pest control.

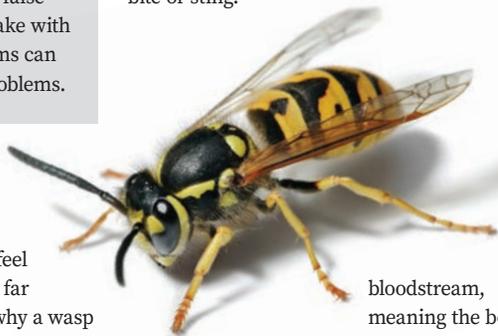


**False black widows**  
(steatoda nobilis)

While the real deal could 'kill you dead', the false black widow spider will usually just make you cry a bit. As with many examples in nature, only the female bites. The false widow is the most venomous spider known to be in the UK and is believed to have arrived in crates of fruit from the Canary Islands around a hundred years ago.

The bites themselves don't hurt at all - however, give it 20 minutes and you'll start to feel a burning sensation and a heap of radiating pain. Just like the true black widow, the Steatoda delivers a neurotoxic venom that interferes with the nervous system. You'll see some pretty dramatic tabloid headlines about false widow bites - which you should take with a pinch of salt - however symptoms can include cramps and breathing problems.

**Wasps**  
(vespula)



Stings are designed to make you feel as if you've been hurt by something far larger than the insect itself - that's why a wasp sting is comparable to being on fire or attacked by a bear. Wasps drive away predators by injecting venom through their stingers, however unlike bees, wasps don't have the common courtesy of dying after stinging you and therefore can sting you multiple times and still be back home for dinner. Surprisingly, only female wasps can release their venom into their prey.

Wasps release histamines into a victim's

bloodstream, meaning the body attacks the foreign invaders causing inflammation. It's worth mentioning that the risk of a sting is more than just excruciating pain and an ugly welt - people can go into anaphylactic shock if they're particularly sensitive to wasp stings, so if you feel dizziness, difficulty breathing, throat or tongue swelling, nausea, vomiting, diarrhea or loss of consciousness, it's probably time to dial 999 and get yourself to the hospital.

COMMITTEE IN FOCUS

# Meet the Manufacturers and Distributors Chairman



*Rupert Broome, Group Managing Director of Killgerm, took over as Manufacturers and Distributors Committee Chairman in February. We thought now would be a great time to see how he's getting on.*

Recently the M&D Committee elected a new Chairman in Rupert Broome, Managing Director for Killgerm Chemicals. In this edition of Committee in Focus, we ask Rupert about what he hopes to achieve as M&D Chairman and also learn a little more about his personal development in the industry.

**Thanks for agreeing to talk to PPC Rupert, can we start by asking why you wanted to become M&D Chairman?**

“Killgerm has been a longstanding supporter of BPCA. With a change in personnel within Killgerm over recent years due to retirement, the timing was right for me to offer my support to M&D Members. I was delighted to have been chosen by M&D Members as the new M&D Chairman, and also to have my candidacy endorsed by BPCA’s Executive Board.”

**There are some really warm personalities on the Committee, representing some of the UK’s best-loved suppliers – what do you think are the Committee’s key areas to explore over the next 12 to 18 months?**

“Personalities are important, but so is listening and responding. My focus for the M&D Committee is to become more representative of the interests of M&D members within BPCA.”

“Also, I will be looking to build closer relationships and interaction with the Servicing Committee in particular, in order to ensure that matters of importance to both committees are progressed swiftly and efficiently.”

“Regulatory matters will be one of the items where I expect there to be much focus.”

**As M&D Chairman, you also take a seat on BPCA’s Executive Board, which represents the wider membership. How much are you looking forward to joining the Board, and what do you see as the main difference between your role on the M&D Committee and on the Board?**

“I am very much looking forward to shaping the work of the Executive Board. Among my colleagues on the Board are some hugely experienced and passionate advocates for our industry, and I relish the opportunity to work with all the Board to further the interests of all BPCA Members.”

“When I consider my role as a Member of the Executive Board, rather than as M&D Chairman, I recognise I am accountable to all BPCA Members, not just manufacturers and distributors. As such I intend to approach this role as an advocate for any and all Members, and I will welcome direct contact and feedback from any BPCA members on matters of interest and concern to them.”

**You benefit from extensive experience in the pest control industry. For professionals looking to emulate your personal development in the sector, can you share any advice or guidance?**

“There is no magic formula – what has worked for me might not work for others, and this is partly down to differences in personality and in terms of opportunity.”

“That said, I have found that my progression over the years has been closely linked to a combination of a number of things, some of which include the following:

- Hard work
- Honesty
- Belief in yourself and in what you do

RUPERT’S TIMELINE

**1989** Graduated from Manchester University

Started as a Graduate Trainee with Albright & Wilson

Held a number of progressive roles over 13 years including Sales Manager, Market Manager, Group Key Account Manager, and Vice President of Sales

**2003** Joined Bell Laboratories as Director for EMEA and Asia

**2012** Joined Killgerm Group as Group Managing Director

**2017** Became M&D Chairman and joined BPCA’s Executive Board

- Courage to stand up and be counted when others sit down
- A willingness to make mistakes, but always coupled with the ability and confidence to admit when you are wrong
- Respect for your peers and your staff, while setting and maintaining high standards
- Treating your staff as you would wish to be treated yourself
- A strong sense of enjoyment in what you do
- Recognition that no one is indispensable – myself included – and as such working to build a resilient team around you, and delegating responsibility.”

**We hope that your new roles on the M&D committee and Executive Board (on top of ‘the day job’) won’t impact on your home/work life balance. How do you keep the balance in check?**

“When I find out, I’ll tell you! Joking apart, however hard I work, whether at my ‘day job’ running Killgerm, or when managing my many other industry roles which now include M&D Chairman and Executive Board member, I try very hard to set aside quality time for my family. Quite simply, I could not do what I do without their support, and from day one they’ve all been behind me.”

**WHO ARE THE M&D COMMITTEE MEMBERS?**

BPCA’s Manufacturers and Distributors (M&D) Committee constitutes 15 of the 24 suppliers in membership. The Committee has been a longstanding forum for an influential and valued segment of the UK pest control industry. The M&D Committee comprises:

1Env..... Trevor Green  
ADH Baseline ..... A. David Himsworth

AgriSense ..... David Avery  
Barrettine Environmental Health ... Charles Phillips  
BASF ..... Sarah Bull  
Bayer Cropscience ..... Richard Moseley  
Bell Laboratories ..... Arnaud Del Valle  
Pestfix ..... Dan England  
Killgerm ..... Rupert Broome (Chairman)

Lodi UK ..... Ross Goodman  
PelGar International ..... Alex Wade  
Pelsis..... Tom Holmes  
Rat Pak Engineering..... Jim Butcher  
Rentokil ..... Jim Kirk  
Syngenta Crop Protection ..... Daniel Lightfoot



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WHERE WE'VE BEEN

# Global Summit of Pest Management Services

*The BPCA staff team has been out and about representing you and your interests at events around the world.*

In early April, BPCA's Simon Forrester attended the second Global Summit of Pest Management Services in New York, an initiative that aims to bring together pest control companies with big-name clients to discuss the future of pest management. Here's three reviews from his favourite presentations, plus the take-home-tips for our readers.

You can see more presentation reviews at [bpca.org.uk/news-and-blog](http://bpca.org.uk/news-and-blog)



## Conference opening

Henry Mott, CEPA's Vice-Chairman, opened the conference with a slide featuring a lime – to point out that

this particular 'limey' had 25 years in pest control, and his aim as the next CEPA Chairman is to move public perception of our sector from ratcatchers and killers to protectors of the environment and guardians of public health. In his speech, Henry singled out for criticism those clients who bought pest control as a commodity, and also admitted that our sector is often its own worst enemy, when we sell on putting bait into boxes, rather than on the use of brainpower to solve complex problems.

Dr Cornelius Hugo, AIB's Global Manager for Food Safety Services Innovation, discussed the new Food Safety Modernization Act (FSMA) – the overarching legislation that affects all food and its supply chain in the United States and beyond. The new law sees a shift of focus from responding to contamination to preventing it, and while you may think 'so what's that got to do with me?', remember

that FSMA applies to 85,000 US food sites and another c.300,000 non-US companies involved in producing, packaging or shipping products to the US, quite a few of whom work via the UK. Dr Hugo presented a worrying statistic: that around 90% of food product recalls in the States relate to contamination, 44% from potential allergens and another 42% from listeria/salmonella, both of which are entirely avoidable, and the cause of over 3,000 deaths a year. The US Food & Drug Administration is looking to your customers to ensure prevention of unsanitary environments. With sweeping new powers, FDA inspectors will look at the production environment much more closely to check for violations, in order to prevent 'SAHCODHA', (serious adverse health consequences or death to humans or animals).

Investigators will be able to look at any records from any aspect of the food supply chain (including storage, distribution and packaging), and shut them down with immediate effect in the event of a potential breach, so pressure is on to make them 'audit-proof'. One

recent case involved a breach where a 28 year prison sentence was handed down to a premises owner – food for thought!

The success of any Integrated Pest Management (IPM) process depends on good maintenance, proper sanitation, and robust operational methods and personnel practices. Firms fail where records are weak – they need to show the actuality of the pest issues. If they do not appear to show the real-life conditions, 'it's a fail'. Similarly, any entrance where pests **may** enter a building are an automatic violation, whether a gap around a door or a screen left open. Catching pests is no longer enough – we must take every step possible to exclude them.

Dr Hugo singled out one particular common-use material for his disdain – expanding foam. Not only is it no barrier to pests, but it also deteriorates after a few years, causing additional contamination.

In summary, FSMA offers pest controllers an opportunity to be seen as more than simply a cost, to a partner in reducing overhead – a model that can be used in any country.

# Rodents and rodent control: getting the food safety challenges in proportion

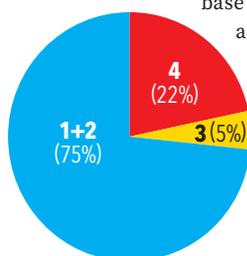
DR JOHN SIMMONS, ACHETA CONSULTING

Large and small-scale eradication programmes present problems. House mice are seen as the poor relation in the rodent family – they don't get the glamour as the smaller, less

noticeable rodent pest, but they cause problems of their own.

Companies buy pest control for one reason: to avoid the mouse in the loaf of bread. Data is weak in terms of statistics concerning the proportion of food premises with rodent infestation present.

Acheta contacted their food-sector client base (180 sites) to review rodent activity over 12 months. They put the data into four categories:



- 1 No activity
- 2 Occasional activity
- 3 Regular/recurring due to importation onto site
- 4 Regular/recurring due to mice in building structure.

Even being generous, this shows one in ten food sites have an ingrained mouse infestation. Of all the potential threats to food safety, rodents are the most unpredictable.

House mice are an extremely important rodent pest species and probably the most important species in the food industry, and their importance is increasing.

The three reasons Dr Simmons suggested for this are:

- Food manufacturers aren't fulfilling their obligations with regard to building design, standards of sanitation and maintenance
- Pest control companies aren't fulfilling their obligations, perhaps because they

don't have the tools to do the job, they aren't allowed to use them to best effect, or they don't understand what they are looking at

- Rodents haven't read the rule book!
- We have fewer tools available to us – it's a 'no' to contact dusts, most contact gels, and one of the two non-anticoagulant actives). Also, outdoor rodenticide use is now strictly restricted, further restrictions are likely following the introduction of reprotoxic labelling, and use of traps and glue boards is becoming more difficult.
- On top of this, the food industry itself imposes restrictions on, for example, use of toxic baits in production and storage areas, use of tamper-resistant bait stations, and limits on use of break-back traps. All these restrictions impact adversely on the efficacy of rodent control.

Acheta's own research shows rodent bait doesn't work, but tracking systems do. Electronic monitoring has benefits, but only works where the mice don't have to do anything but run under it. Mice avoid baits/trap stations, including non-toxic bait out of bait stations. The old adage about mice being inquisitive random feeders without neophobia is not backed by scientific research – so is our model of mouse control fit for purpose?

Dr Simmons asked the question: are our activities self-selecting mice that do not go into traps? And are we now at the point where some mouse populations may no longer be controlled using the products available?

Since the Rentokil Birmingham trials which produced the term 'behavioural resistance' it's been known that pests adapt to the area in order to survive. Maybe we've helped create a monster – the mouse that avoids traps and bait.

## Five tips from this talk

1

Find out from your client where is it OK to accept pests, and where not – use predictive analysis to help differentiate between acceptable and unacceptable.

2

Swiftly deal with repeat issues – you can't keep seeing the same comments on reports – and encourage compliance.

3

Be prepared to defend 'programmed' preventive biocidal applications.

4

Make your records legible, available and indelible.

5

Demonstrate the value of prevention to the food business – move the client from 'pest control = overhead cost' to 'prevention = investment with a direct return' by calculating the total compliance cost function of the IPM programme.

### FOR DETAILS

<https://goo.gl/i5vPcT>

[ch@aibonline.org](mailto:ch@aibonline.org)





**THE 'SMART' IS IN THE TECHNICIAN'S HEAD, NOT IN THE BOX ITSELF.**

## Taking the pulse of PM services in healthcare facilities

HÅKAN KJELLBERG, ANTICIMEX STOCKHOLM  
DR ZIA SIDIQI, DIRECTOR OF QUALITY SYSTEMS, ROLLINS US

Consumers are well educated (sometimes via fake news), and hospital staff are also better educated on environmental factors. We need to be able to write, talk, communicate, understand the reaction of clients, and respond to it. Perceptions of pest control are changing, slowly from 'rat man' to using lasers, smart boxes, EFK cameras and the like to show trends (numbers, not species).

The danger of becoming reliant on technology is that technicians give up control. The 'smart' is in the technician's head, not in the box itself. We need to understand how to analyse. All customers have 24/7 access, which brings its own problems.

We are moving from 'bait jockey problem-solvers' to data analysts, who look at data and predict using root cause analysis. Online monitoring can find out issues at an early stage and avoid use of biocides by nipping it in the bud. The US healthcare industry allows for minimal

introduction of biocides – see the Association for the American Healthcare Environment (AHE), which produced an IPM business case for Environmental Services (worth looking up as a template). Get our interactions right, and hospitals can be loyal long-term customers. But they expect us to deliver 'wow' service levels and demonstrable value for each pound spent. The health sector is going through tough times, and we must be aware of this.

### 10 STEPS TO IMPLEMENT AN IPM PROGRAMME

- 1 Understand IPM and its advantages
- 2 Identify implementation team – who's going to do the work? (joint venture)
- 3 Decide on scale of implementation
- 4 Set goals and measurable objectives for your IPM plan
- 5 Analyse current housekeeping, maintenance and pest control practices
- 6 Establish regular system of inspections
- 7 Define policy for treatment selection (using the risk hierarchy)
- 8 Establish communication protocols - who talks to who, how often and when?
- 9 Develop worker training plans and policies for both the facility staff and the pest technicians
- 10 Track progress, promote case studies, and reward success.

Think we should be representing you at an event somewhere? Tell us about it, email [events@bpca.org.uk](mailto:events@bpca.org.uk)

**Reviews of other presentations are available at...**  
[www.bpca.org.uk](http://www.bpca.org.uk)

#### PANEL DISCUSSION

John Carter, VP Quality Dairy, Danone;  
Dr Randal Giroux, Cargill VP Food Safety and Regulatory Affairs.

#### CHALLENGES AND SOLUTIONS IN FOOD DISTRIBUTION AND RETAIL FACILITIES

##### PANEL DISCUSSION

Brett Gardner, Target Programme Manager, Food Safety; Larry Harrington, WAWA Food Markets; Hank Hirsch, President, RK Environmental Services; Michael Robertson, Director of Corporate Quality Assurance, Publix Supermarkets.

#### OVERCOMING OBSTACLES AND COLLABORATING FOR SUCCESS IN FOOD FACILITIES

LeAnn Chuboff, Senior Technical Manager SQFI, Food Marketing Institute, Illinois, USA; Dominique Sauvage, ACE, Director – Field Operations and Quality, Copesan, Wisconsin, USA.

#### URBAN PEST MANAGEMENT'S ROLE IN PROTECTING PUBLIC HEALTH

Kevin Sweeney VP Governmental and Regulatory Affairs, Landis International, Washington DC; Randolph Carter VP Marketing, Rentokil Steritech.

#### THE CHALLENGE OF MANAGING RODENT POPULATIONS AROUND THE GLOBE FOR IMPROVED HEALTH OUTCOMES

Dr Bobby Corrigan, RMC Pest Management Consulting, New York

BPCA EMAIL

enquiry@bpca.org.uk



# Ask the technical team

As the leading trade association for the pest management industry in the UK, we're often the first point of reference for pest professionals, media, government and the general public requiring assistance with pest issues. Technical Manager Dee Ward-Thompson and Technical Officer Natalie Bungay touch on some of the common questions they have received in their inbox.



**ARE YOU A BPCA MEMBER WITH A TECHNICAL QUERY? GET IN TOUCH...**

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-  [@britpestcontrol](https://twitter.com/britpestcontrol)

- INBOX**
- SENT
- ARCHIVE
- BIN
- SPAM

**SUBJECT: BEES' NESTS**

How soon after treating a bees' nest must I block up the entrance?

**NATALIE REPLIES:** As soon as it is safe to do so. You must prevent the potential for robber bees to take contaminated honey from the nest and transfer it to their hive, causing potential destruction. A return visit is recommended 24 hours after the treatment to carry out the works needed to seal entrances, as far as is reasonably practicable. This must be discussed and considered with your customer BEFORE any insecticidal treatment. If sealing is not possible, you must not use insecticide. See the Pest Management Alliance COBP.

**SUBJECT: MONITORING**

Which is recommended for external monitoring, traps or non-toxic blocks?

**NATALIE REPLIES:** This decision should be based on site-specific assessments, considering its history with pests, its environmental location and frequency of visits. If you are using break-back traps, you may need to visit to inspect more frequently than non-toxic monitoring blocks. You can refer to the CRRU COBP either via the BPCA website, member's area or, visit the CRRU site direct.

**SUBJECT: REPORTING**

Am I required to leave a written report for every job or treatment I make?

**NATALIE REPLIES:** Yes. It is a legal requirement to do this as your customer must know what chemicals have been used in the event of an emergency or accidental poisoning. COSHH regulations and HASAWA would both expect this kind of information to be available.

**SUBJECT: NON-TARGET SPECIES**

Can I treat rats in an area where voles are active?

**DEE REPLIES:** If rats are present in an area that is causing a detrimental effect on public health, then yes. However, you must acknowledge that a non-target species is present and so put treatment strategies in place that will not harm the voles that are present. Live capture traps can ensure that any captured water voles can be released unharmed. This may be take more time but it is a legal requirement under the WCA.

**SUBJECT: INSECTS**

Should I monitor for insects?

**DEE REPLIES**

As with any pest control inspection based on routine checks, you should be monitoring for the pest species that the site is at risk of experiencing. The history of a site is a good

start to see what pests they have had in the past. You would typically add these to a contract for monitoring. Also, talking with your customer could flag up concerns, for example, a risk of insects being brought in on deliveries. This may be an opportunity to evaluate which types of insects and then implement monitoring.



- **Block treated bees' nests as soon as possible**
- **External monitoring should be conducted only after a site-specific assessment**
- **Written reports are mandatory**
- **Be careful where voles may be present**
- **Insect monitoring may be indicated depending on a site's history**

## MEET THE MEMBER

# Staying motivated in the pest control industry



*Regardless of the industry or how rewarding someone might find their work, now and then, everyone's motivation wanes and the quality of work suffers. Pest control is no different – however when technicians lose motivation it can have a detrimental impact on a small business. We asked Chris Cagienard, Director of Pest Solutions, about how he keeps himself and his team motivated.*

The pest control industry provides an exciting, fast-paced, ever-changing workplace that eclipses most other careers for the sense of fulfilment and freedom that it offers.

At Pest Solutions, we believe that keeping our team motivated is the most important thing; it ensures that we deliver quality services to our customers every day.

When heads start to go down so does service quality. It can be easy to lose focus and become demotivated in the world of pest control.

## THE ENEMY OF MOTIVATION AND QUALITY SERVICE IS THE 'BAIT CHECKER' MENTALITY

If we are not careful, the repetitive, cyclical nature of routine pest control inspections can overtake us. It is easy to fall into the mindset of a 'bait checker'.

We move from site-to-site looking at the same bait stations, the same paperwork, the same folders, and often having the same conversations. After a while, the sites start to look the same and you can be tempted to switch off. Service becomes about ticking checklists or scanning barcodes.

Before you know it, you are no longer delivering a professional pest control service.

You get demotivated, and then it's hard to get that motivation back.

The 'bait checker mentality trap' is tricky to spot, just like the ones we use every day at work. However, many great pest controllers have fallen foul this particular trap.

Why is this the case and how can it be avoided?

## AN UNHEALTHY OBSESSION WITH SERVICE METRICS

In some ways, it is no surprise that this happens in our industry. In our day-to-day service some of the metrics we record are:

- Bait point checklists, label dates or barcodes
- Service reports
- State of service
- Time sheets.

These are important metrics and the information they present is vital for managing our service delivery and ensuring quality. These measurements provide the evidence and the audit trail to demonstrate that we delivered our service to the best of our abilities.

It is easy for pest controllers to start giving more importance to the collection of the metrics than the delivery of an actual pest prevention service – especially when there is pressure to work quickly. Doing this is the first step on the road to becoming a 'bait checker'.

We need to help our service teams have a healthy respect for service metrics while remaining focused on service delivery. I think this is an area of training that is not given enough attention in the pest industry.

The 'bait checker mentality trap' is the biggest factor leading to the demotivation of service staff, and it is important to keep asking ourselves how we are doing in this area.

If you are struggling with this, ask your service manager for help. They will be more than happy to assist you with some further training.

Avoiding becoming demotivated is great. But what can we do to become more motivated and productive in our job role?

“ We move from site-to-site looking at the same bait stations, the same paperwork, the same folders, and often having the same conversations. After a while, the sites start to look the same and you can be tempted to switch off. ”

## TAKE THE LEAD ON BEING MOTIVATED

Staying motivated in the pest control industry is about making sure you avoid the trap of becoming a 'bait checker' and taking the lead in learning, having a positive attitude and being service minded.

Working in the pest control industry can be one of the most interesting and rewarding career choices.

## CHOOSE TO MAKE THE MOST OF IT

Would you like your guest article to appear in PPC magazine or on our website? Tell us your idea for a story.

 [hello@bpca.org.uk](mailto:hello@bpca.org.uk)

## SPEED VIEW

- The repetitive, cyclical nature of routine pest control inspections means we can fall into the mindset of the 'bait checker'
- Be wary of valuing service metrics more than the delivery of an actual pest prevention service
- Invest in your learning, keep your knowledge fresh and pass on skills to colleagues to keep yourself motivated

## The 'secrets' to staying motivated...



### CHOOSE TO HAVE A POSITIVE ATTITUDE

I'm passionate about people having the right approach. For me, this is the most important choice a person can make in almost any workplace to boost their drive and motivation.

You may not be a positive person by default - I am certainly not. If you already feel demotivated at work, you may not feel like being optimistic.

That is why the word 'choice' is so important here.

We choose every day how we behave and communicate. It is incredible how uplifting it can be just to make the decision to be positive; to have a positive outlook on the day; to communicate in a positive way.

When we make this choice something amazing happens - people start to respond to us in the same way. We have more encouraging interactions and our working day becomes more fun.

When we invest in ourselves in this way, it has a positive and upward effect on our sense of fulfilment in the workplace.

When we have a positive attitude, we can be a positive influence.

We all know how a negative person can suck the life out of a room. So often people will wait to have something put in front of them to be positive about - this is a myth and will not happen, at least not in a sustainable way.

The choice of a positive attitude starts with you.



### BECOME THE 'HELPFUL EXPERT'

Being a helpful expert is a simple thing to do, but it can be one of the most obvious ways to make your work much more fulfilling and enjoyable. Working in the pest control industry, we have opportunities to help people who may be distressed or upset by the presence of pests in their home or business.

It is important that we do not forget just how helpful and reassuring we can be in these interactions as pest control professionals.

It is our privilege to be able to help people in this situation, and as in most service industry professions, it can be incredibly rewarding to help people restore people's peace of mind or protect their businesses.

When we are optimistic, service-minded and looking for ways to help our customers, we will discover issues quicker, give proactive pest prevention advice and deliver an all round better service.



### NEVER STOP LEARNING

The best way to keep your job in pest control interesting is to invest in your learning. We work in an ever-changing industry with so many pest species and specialist treatments that it is impossible to know it all.

Keeping your knowledge fresh will keep you interested in your personal development. Studies show that when we develop our knowledge consistently, it is easier to stay motivated about the subject.

How are you doing with your BASIS Prompt CPD? Are you using the CPD training in the BPCA Affiliate portal to gain extra points and learn more? Have you asked your service manager about what training courses you could go on? How about attending a Regional Forum or BPCA event?

For the experienced guys in the industry, have you considered mentoring a less experienced colleague and passing on your skills? Doing this can be rewarding for your colleague and yourself.

“Working in the pest control industry, we have opportunities to help people who may be distressed or upset by the presence of pests in their home or business. It is important that we do not forget just how helpful and reassuring we can be... ”

**HAVE YOU ASKED YOUR SERVICE MANAGER ABOUT WHAT TRAINING COURSES YOU COULD GO ON?**

# BPCA on the road - talking to your clients!

Part-and-parcel of being the UK's leading trade association for public health pest control means that we need to get out there and stay involved in the international pest management community. We're always out and about, seeing what's happening around the UK and further afield - meaning we can always keep you in the loop.

If you think we should be attending or exhibiting at a show - let us know, and we'll do our best to squeeze it into the schedule.  
[events@bpc.org.uk](mailto:events@bpc.org.uk)

## BARCELONA PEST CONTROL INNOVATION FORUM (BPCIF) 2017 29-30 MAY 2017

The Born Culture and Memory Centre, Barcelona, Spain  
[barcelonapestinnovations.org](http://barcelonapestinnovations.org)

## INTERNATIONAL CONFERENCE ON URBAN PESTS (ICUP) 2017 9-12 JULY 2017



Aston University, Birmingham, UK  
[www.icup2017.org.uk](http://www.icup2017.org.uk)

## PESTWORLD 24-27 OCTOBER 2017

Baltimore Convention Centre, Maryland, USA  
[npmapestworld.org](http://npmapestworld.org)

## PESTTECH 15 NOVEMBER 2017

Ricoh Arena, Coventry, UK  
[pesttech.org.uk](http://pesttech.org.uk)



## PPC LIVE 14 MARCH 2018



Three Counties Showground, Worcestershire, UK  
[bpc.org.uk/ppclive](http://bpc.org.uk/ppclive)




## Get along to a Regional Forum!

BOOK YOUR NEAREST FORUM NOW!

With PestEx done and dusted, there's still plenty going on with BPCA events for the rest of the year. We've an action-packed Regional Forum schedule, so there's still an opportunity for you to come along to a more intimate event and make those meaningful connections.

The Forums give you an opportunity to meet some members of the BPCA team, hear some talks from industry experts and our Manufacturing and Distributor Members, as well as get a free breakfast roll and those all important CPD points! Every Regional Forum is a bit different so be sure to check out the events section of the BPCA site to see what the agenda is for your local event.

Remember, all the Regional Forums are free to attend for BPCA Members and those on the Affiliate scheme.



### WHY GO TO A REGIONAL TRAINING FORUM?

- Get those all important CPD points
- Keep up-to-date with the latest news, products and industry changes
- Network with like-minded professionals
- Enjoy a free breakfast roll and refreshments

### MORE INFO

View the agendas and register for your Regional Forum

[www.bpc.org.uk/events](http://www.bpc.org.uk/events)



# Programmes in focus



*New for all managers, prospective or existing: if you're already managing or are soon to become a manager, and you would like the qualifications to demonstrate this, why not book on our new Manager Essentials course?*

## CERTIFICATED TECHNICAL INSPECTOR (COURSE AND EXAM)

Level	Pathway	Duration	CPD
Advanced	Technical	1 day course + 2 hour exam	8

**Suitable for** Pest technicians or technical inspectors with at least two years' experience who have passed the Level 2 Award in Pest Management and Advanced Technician in Pest Management.

**Overview** Retailers are placing increasing demands of pest control service companies to provide service above the level of technician. A technical inspector is someone who can provide this role. To be successful, a technical inspector will need specialist knowledge of the retail environment and good technical knowledge of their specialist work environment.

**What is covered?** This exam will test your knowledge of a pest control technician's work, your ability to create technical inspection reports, provide customer service and explain audit standards.

**Assessment and accreditation** The exam is two hours long and in two sections. Part A will consider a scenario and require a detailed inspection report. Part B will require detailed answers to a number of questions.

### Pre-requisites

Level 2 Award in Pest Management  
 Level 2 Award in Health and Safety (within the last three years)  
 Level 2 Award in Food Safety (within the last three years)  
 Advanced Technician in Pest Management  
 Two years' current pest control experience  
 Membership of a recognised CPD scheme

### Dates

- 24 May 2017 / Swansea
- 24 May 2017 / Derby
- 9 June 2017 / Derby
- 14 June 2017 / Reading
- 23 June 2017 / Glasgow
- 5 July 2017 / Dewsbury
- 13 July 2017 / Bristol
- 21 July 2017 / Yarnfield
- 28 July 2017 / Bristol
- 10 August 2017 / Scotland
- 10 August 2017 / Derby
- 24 August 2017 / Derby
- 15 September 2017 / Yarnfield
- 22 September 2017 / Bristol

### NEXT STEPS

#### Technical pathway

- Becoming a Field Biologist and take the Certificated Field Biologist

#### Plus programmes

- Level 3 Award in Food Safety; Level 3 Award in Education and Training

**Fees** From £155 (exc. VAT)

## MANAGER ESSENTIALS



Level	Pathway	Duration	CPD
Core	Plus	4 days	8

### 25% OFF IF BOOKED IN MAY!

**Suitable for** Team leaders and supervisors, potential managers or anyone who wants to learn and understand management theories and techniques before starting their management career. Existing managers who have recently started in their roles or managers who have been promoted because they were really good at their jobs but don't have a management background may find this course particularly useful.

**Overview** The Manager Essentials course considers leadership and management, key issues of leadership, delegating, objective setting and considers the main skills of management. At the end of each course, learners will have defined their personal goals and created a 12-month learning plan.

**What is covered?** The management programme offers individual short courses to enable individuals to determine what areas they need to concentrate on and to study those areas in detail. The programme subjects include negotiation skills, delegating, presenting, interviewing and more.

**Assessment and accreditation** Assessment is continuous throughout the course with immediate feedback given. For those who decide to achieve an accredited qualification, they will produce and submit a portfolio.

Awarding body	Pre-requisites	Study options
HABC	None	Classroom

### Dates

- 23-26 October 2017 / Derby
- 23-26 April 2018 / Derby

**Fees** From £799 (exc. VAT)

### NEXT STEPS

#### Technical pathway

- Certified Technical Inspector

#### Plus programmes

- Level 3 Award in Education and Training

## ENQUIRIES AND BOOKINGS

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

[training@bpca.org.uk](mailto:training@bpca.org.uk)

01332 225113

# Training calendar

BPCA's training courses and examinations are run throughout the year all around the UK. The full training calendar is at [www.bpca.org.uk/training](http://www.bpca.org.uk/training)

C = course E = exam B = both

Date	Programme	Location	Cost	CPD	Duration	Type
23/05/2017	Practical Vertebrate Trapping	Falkirk	£150	12	1 day	C
24/05/2017	Using Rodenticides Safely	Falkirk	£125	12	1 day	B
25/05/2017	Practical Insect Control	Falkirk	£150	12	1 day	C
24/05/2017	Certificated Field Biologist	Swansea	£305*	-	3.5 hours	E
24/05/2017	Multi exam day**	Swansea	Various*	-	Various*	E
24/05/2017	Multi exam day**	Derby	Various*	-	Various*	E
26/05/2017	Becoming a Technical Inspector	Falkirk	£150	8	1 day	C
31/05/2017	Bed Bug Control	Reading	£150	12	1 day	C
01/06/2017	Insect Identification	Reading	£150	12	1 day	C
08/06/2017	Certificated Field biologist	Derby	£305*	-	3.5 hours	E
09/06/2017	Multi exam day**	Derby	Various*	-	Various*	E
13/06/2017	Sales Skills	Reading	£150	2	1 day	C
14/06/2017	Multi exam day**	Reading	Various*	-	Various*	E
14/06/2017	Pest Management Without Pesticides	Derby	£150	12	1 day	C
15/06/2017	Level 2 Emergency First Aid at Work	Reading	£70	2	1 day	B
19/06/2017	Certificate in Bird Management	Edinburgh	£150	20	1 day	B
19/06/2017	Level 2 Food Safety	Peterborough	£70	6	1 day	B
20/06/2017	Level 2 Health and Safety	Peterborough	£70	6	1 day	B
20/06/2017	Bed Bug Control	Edinburgh	£150	12	1 day	C
21/06/2017	Insect Identification	Edinburgh	£150	12	1 day	C
22/06/2017	Advanced Technician in Pest Management	Edinburgh	£245*	-	2 hours	E
23/06/2017	Multi exam day**	Glasgow	Various*	-	Various*	E
04/07/2017	Sales Skills	Dewsbury	£150	2	1 day	C
05/07/2017	Multi exam day**	Dewsbury	Various*	-	Various*	E
06/07/2017	Level 2 Emergency First Aid at Work	Dewsbury	£70	2	1 day	B
11/07/2017	Starting and Managing Your Own Pest Management Business	Stafford	£150	2	1 day	C
11/07/2017	Certificated Field Biologist	Woking	£305*	-	3.5 hours	E
12/07/2017	Practical Vertebrate Trapping	Stafford	£150	12	1 day	C
12/07/2017	Advanced Technician in Pest Management	Woking	£245*	-	2 hours	E
13/07/2017	Practical Insect Control	Stafford	£150	12	1 day	C
13/07/2017	Multi exam day**	Bristol	Various*	-	Various*	E
14/07/2017	Certificate in Bird Management	Stafford	£150	20	1 day	B
14/07/2017	Becoming a Technical Inspector	Stafford	£150	8	1 day	C
16/07/2017	General Pest Control (Level 2 Award)	Stafford	£980	24	6 days	B
21/07/2017	Multi exam day**	Stafford	Various*	-	Various*	E
25/07/2017	Level 3 First Aid at Work	Derby	£200	6	3 days	B
28/07/2017	Multi exam day**	Bristol	Various*	-	Various*	E
08/08/2017	Certificated Field Biologist	Falkirk	£305*	-	3.5 hours	E
09/08/2017	Advanced Technician in Pest Management	Falkirk	£245*	-	2 hours	E

PROMPT Register

PROMPT Register

10/08/2017	Multi exam day**	Glasgow	Various*	-	Various*	E
10/08/2017	Multi exam day**	Derby	Various*	-	Various*	E
22/08/2017	Certificated Field Biologist	Derby	£305*	-	3.5 hours	E
23/08/2017	Advanced Technician in Pest Management	Derby	£245*	-	2 hours	E
24/08/2017	Multi exam day**	Derby	Various*	-	Various*	E
05/09/2017	Starting and Managing Your Own Pest Management Business	Stafford	£150	2	1 day	C
06/09/2017	Level 3 Education and Training	Derby	£450	8	Multiple days	B
06/09/2017	Certificate in Bird Management	Stafford	£150	20	1 day	C
07/09/2017	Practical Insect Control	Stafford	£150	12	1 day	C
08/09/2017	Practical Vertebrate Trapping	Stafford	£150	12	1 day	C
10/09/2017	General Pest Control (Level 2 Award)	Stafford	£980	24	6 days	B
15/09/2017	Multi exam day**	Stafford	Various*	-	Various*	E
19/09/2017	Becoming a Field Biologist	Woking	£150	8	1 day	C
20/09/2017	Level 2 Health and Safety	Woking	£70	6	1 day	B
21/09/2017	Level 2 Food Safety	Woking	£70	6	1 day	B
22/09/2017	Multi exam day**	Bristol	Various*	-	Various*	E
26/09/2017	Safe Use of Aluminium Phosphide for Management of Vertebrate Pests	Derby	£300	10	2 days	B

\*\* A combination of the following exams can be taken on a multi exam day:

- RSPH Level 2 Award in Pest Management
- Certificate in Bird Management
- Certificated Technical Inspector
- RSPH Level 2 Award in Safe Use of Rodenticides
- RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests - Unit 1

Full details at [bpca.org.uk/training](http://bpca.org.uk/training)

\* Cost dependent on whether candidate is taking a full exam or unit resit.

All costs are members-only and exclude VAT. Venue details are provisional and may change, please check the BPCA website before booking. BPCA reserves the right to cancel a programme if insufficient bookings have been received. Delegates will be offered an alternative date or a full refund of the programme fee. BPCA will not be liable for any costs incurred by the delegates.

## ONLINE LEARNING

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)



	Member cost	Non-member
<b>Individual modules</b>		
Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	£100 per module per year	£150 per module per year
<b>Using Rodenticides Safely</b>		
Online course and exam	£70	£100
<b>Foundation Certificate in Pest Management</b>	£50	£75

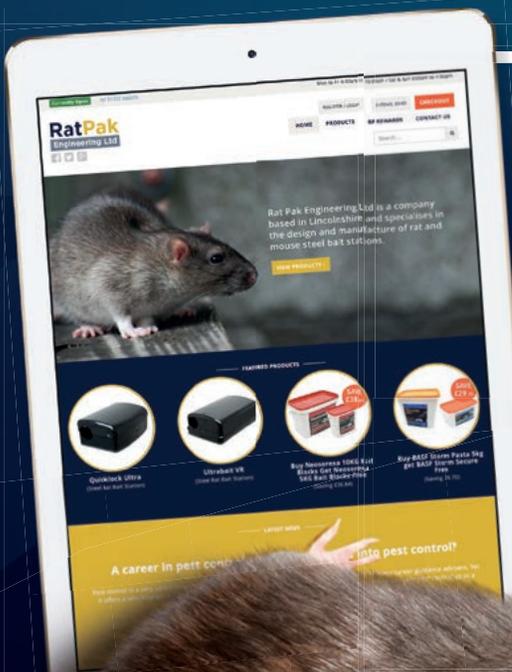
## ENQUIRIES AND BOOKINGS

- [www.bpca.org.uk/training](http://www.bpca.org.uk/training)
- [training@bpca.org.uk](mailto:training@bpca.org.uk)
- 01332 225113

# RP REWARDS

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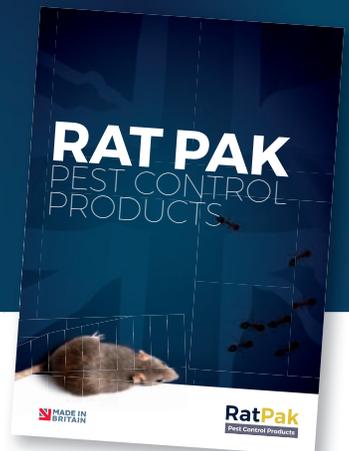
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